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Our association has taken education around the country during the recent months. In addition to the very well presented and well attended fall seminar in Columbus, Ohio we have presented the "Understanding Telecommunications" workshop in Syracuse, New York; St. Paul, Minnesota; Pomona, California; and Millersville, Pennsylvania. The attendance in Syracuse and Millersville was outstanding. Linda Bogden-Stubb and Don Hoover deserve a star for their efforts.

If you are not familiar with the "Understanding Telecommunications" class, ask your Regional Director for information. This class is not for the telecommunication's expert. It is for the hard working staff person who has a task they do very well, but there is no time or opportunity for them to learn more. This is the class that allows them the opportunity to do a better job for you and your institution. I have talked with several enthusiastic people who have attended this workshop. I have never received a bad comment about this workshop. I think that says a lot.

The Regional Directors are preparing their educational schedules for the fall of 1989 and the spring of 1990. If you are interested in this workshop or any other topic, please relay your desires to them. The respondents to the membership survey conducted by George Kaludis Associates said that their main sources of information were from peer institutions, ACUTA, vendors and publications. ACUTA is committed to remain as your major information supplier. Please help us by sharing your needs with the Regional Directors and by sharing your ideas and accomplishments in the newsletter.

Our upcoming winter seminar in Palm Springs, California will deal with two of the most important factors of any business, financial management and management of people. I know that all 960 members could benefit from these sessions and I wish we had space for all - but we don't.

If you haven't done so already, I suggest you register for this seminar and reserve your hotel room today.

I'll see you all in sunny Palm Springs.

During the "Understanding Telecommunications" Workshops, I have a special session covering telecom management issues. It has always seemed to be a problem for some of our members to make the transition from what I call the "back-room" day-to-day activities where time is spent reacting to immediate problems, to the desired "front-office" perception where you can begin to be proactive.

For so many years, telecom was taken for granted--no mystique--no big deal! In fact, the very word "telecommunications" didn't exist for most of us a few years ago. If you think about it for a while, you soon realize that we have created a whole new profession or discipline over the past few years.

Peter Keen, author of "Competing In Time", describes the successful professional in this new environment as a "hybrid" manager. One that has seemingly contradictory skills, combining good technical expertise with sound business skills, and excellent interpersonal skills. He says that: "for the foreseeable future, the bottleneck in exploiting integrated information technology in general and telecommunications in particular, will be the supply of good people, not the supply of the technology itself. The hybrids are the new breed of the organization of the 1980s, and for them to grow, they must have management attention, if only because in a time of ambiguity people will watch what management does, not what it says."

Before we can get the support or attention of management, we must move out of the "back room". This sounds easy--it is not!

In the November issue of TPT, I was pleased to read an article about Bill Reuter, Assistant Vice President of Colonial Penn Group, Inc., a large insurance company headquartered in Philadelphia, Pa. He discusses what it takes for competitive networking. His remarks could have been taken almost verbatim from the ACUTA workshop sessions I have been conducting along with ACUTA's regional directors and Coley Burton. The following comments by Bill Reuter were taken from the article in TPT.

"There's a tendency by those closely associated with technology to think that technology
PARTY LINE, Continued:

One interesting application involved using the enhanced call processing function of their system (which was the OCTEL Aspen), to list the menus of the day offered at the different food centers on campus. Another application included letting the students use the "future delivery" of their voice mail system to wake themselves up each morning. One other school was using the "future delivery" feature to alert their teleconference operators of a scheduled teleconference they needed to set-up.

For several years, our personnel department has used recorded announcements of job openings. They used two separate tapes, one for the classified positions and one for the professional/administrative openings. The big problem with that method was the caller, interested in a specific job, (i.e., a typist), was forced to listen to job descriptions that were of no interest to them until they reached the category they were interested in. It took their time to listen, and prevented other callers from accessing the job-line until the tape was played to the end.

We are moving the personnel job-line from this operation to our enhanced call processing system. It will be "taped" by category to provide the caller with the capability of listening only to those job openings of interest to them.

The job opportunities will be categorized by type. When the caller dials the "Jobline", they hear an announcement that guides them through a menu. For example, if the caller is interested in job openings for a typist, they would touch the digit "1" on their phone. We believe it will improve the service and make it more acceptable to the callers.

We also found out from our class participants, that pricing for voice mail ranges all over the map. Some schools are charging $8 per month for a mailbox, students, staff and faculty alike and apparently having no problem with the students wanting them. Some schools have added the cost of voice mail to the basic monthly line rate, others are charging $3.50 per month, $5.00 per month, and some are not charging anything. At any rate, voice mail/voice processing seems to be a winner and growing rapidly.

Merry Christmas and Happy New Year from all of us in the Telecommunications Office at the University of Nebraska! See you next year.
USER GROUPS

AT&T COLLECTIVE USER GROUP MEETING

The second annual AT&T Collective User Group Meeting was held in St. Louis, Missouri, November 14-17. This meeting brings together all of the various AT&T User Groups--System 75, System 85 and ETR--to a single meeting site once a year. This year's attendance was over 900; more than two-thirds of the attendees were customers and the balance was a combination of AT&T support staff and customer account representatives.

A multitude of topics were covered in general and break-out sessions. Several AT&T Vice Presidents spoke throughout the week; other presentations were a mixture of AT&T technical discussions and user application sessions and workshops.

This was the first meeting of the System 75 User Group. Officers were elected and the group formalized. They will have regional meetings in the spring, one in each of the four AT&T regions. Further information on dates will be forthcoming. The System 85 User Group will hold their winter regional meetings on the following dates:

Eastern Region--Jan. 26-27--Reston, VA
(Washington, DC area)
Central Region--Jan. 19-20--Milwaukee, WI
Southern Region--Feb. 16-17--San Antonio, TX
Western Region--Feb. 13-14--San Francisco, CA

For further information on meeting registration for either the System 75 or System 85 User Groups, or for information on joining either of these groups, please contact Pat Paul at Cornell University, 607-255-5525.

GTE USERS GROUP INFORMATION

by Tom Newell - University of North Texas

A popular topic at our GTE User's Group meeting in San Diego was the Education Industry Teams Voice Response product development specifically for the College and University marketplace.

The recent GTE Corporation reorganization has created GTE Education Services Inc., which is now fully responsible for the development of UCAP (University and College Applications Processor). "Project Eagle" is a five year joint development agreement between General Telephone Corporation and the University of North Texas.

Teleregistration currently has a demo line. Call GTE Education Services @ 800-848-UCAP or 214-929-3000 for the access number and a list of demo classes, etc.

While this information is of primary interest to the ACUTA GTE User's Group, it should be noted that the UCAP product is available to any College or University regardless of who your local operating company is.

"PROJECT EAGLE" AND FAVORs

by Tom Newell - University of North Texas

I thought I would take this opportunity to update you on the status of "Project Eagle" related to Teleregistration and introduce the newest application FAVORs (Financial Aid Voice Response System).

We completed several phases of Teleregistration with a pilot group of students in September 1988. The phases included preregistration, registration, schedule revision and adds/drops. The system was well accepted and endorsed by students and administrators. We have just completed 15 days of full scale (university wide) preregistration for Spring 1989. Over 15,000 of our estimated 23,000 spring students utilized the system. Software and hardware problems created some interesting experiences. However, the system met our expectations and preregistration was considered a success. The second application currently in development is called FAVORs (Financial Aid Voice Response System). FAVORs has four major segments: 1) Financial Aid Programs - voice messages describing the various types of aid available on the Federal, State and Local level. 2) Application and Information Mailing - handles/accepts requests for applications and other information via a voice mail box that records the callers name, address, etc. 3) Address and PIN number Updates - convenient voice response updating of the students information to assure correspondence is delivered to the correct address. 4) Financial Aid Status - individual student status regarding award amounts, denials and tracking/notification of missing/incomplete documents. Federally mandated repayment provision and other legal/contractual obligation information is also provided.

Probably the greatest benefit of the FAVORs system will be the dissemination of consistent information to all inquires. Our Financial Aid Office is constantly barraged with repetitious requests for information and status checks. With additional personnel to handle the telephone calls (a problem we all know too well) a real bottleneck is created. FAVORs will serve the dual purposes of an automated attendant and a voice response system. This type of effective automated system appears to be the solution to our problems.

The current implementation schedule calls for FAVORs to be available to our University community on May 1, 1989. A demonstration line should be available around the same time period.

PAST PRESIDENTS:
Bob Devenish of Univ of Wisconsin with his wife.
Dorothy Heinecke of Illinois State Univ (ret).
Doug Brummell of Rochester University.

Words of Wisdom:
Professor: "This exam will be conducted on the honor system. Please take seats three seats apart and in alternate rows."
UNIVERSITY OF KENTUCKY CALLS ON
VOICE AUTOMATION

The University of Kentucky in Lexington has 22,900 students and 1,700 faculty. It is home to a medical center and associated hospital that is the main research installation for a multi-state region, a 457-bed teaching facility with 4,000 employees and 2,000 health profession students. There are 17 academic colleges including five medical colleges; an ambulatory medical plaza consisting of ten major clinics and two research institutes on cancer and aging; and a community college system with 13 campuses and 32,450 students statewide.

When a telephone is dialed somewhere within this vast network, it may mean a date is being made or a life is being saved. At UK, they don't take chances. The "telephone company" that serves this campus is the UK telephone company. Everything from the central switching office to the handsets in the residence halls is operated by UK people.

That means trying to provide the latest in sophisticated telecommunications voice and data capabilities to streamline and enhance the vital services of the huge medical operation and other specialized academic areas. That's not an easy task in an era of tight money for education and the ever-increasing complexity of technology.

At the helm in this seeming sea of stress and confusion is a calm mother of three with an easy laugh and gregarious nature that wraps warmly around staff, customers and interloping visitors.

"Being our own phone company seems like enough of a job," says Bonnie Johnson. "But, in fact, by providing voice automation technology, we end up saving time for everyone, even ourselves. It eliminates a lot of paper handling and saves people time. It means the people we have can be used more productively." UK was among the pioneers in bringing voice messaging technology into the higher education and medical services environment. They turned to VMX, Inc., the voice automation pioneer in Dallas, for the hardware. It took vision on the part of administration and communications department leaders to make the leap to self-sufficiency and forward looking technology. Now, with Johnson and her staff working daily to expand the impact, the decision is beginning to pay big dividends.

Working closely with VMX service contacts, Johnson has developed enough creative applications of the technology to fill a textbook on how to make the most of voice messaging. She has developed the program so methodically that the problem now is keeping the growth of its use under control, with more and more people clamoring for additional services.

"I believe in huge amounts of training. Not only for my people but for the users," says Johnson. "I don't let anyone have a voice mailbox until they go through the demonstration and training process. I'm looking for controlled growth. As we expand the use of the technology, I want the people to know how to really use it for all the benefits it can give them, not just the obvious surface ones."

In the course of the training, she is able to help many users find innovative ways to apply the technology to their needs. The result have been vast improvements in work efficiency, convenience and frustration levels across the campus.

Johnson takes extensive surveys of people using the equipment for six months to a year for information that helps her help customers. Satisfaction levels have soared to the 90 plus percentile and users have cited improvement rates of 10 to well over 50 percent in efficiency as a result of the capabilities.

Of the many widely varying areas Johnson has helped, those in the medical arena frequently have job demands of nightmarish proportions and criticality.

The hospital's Special Diagnostics department, for example, is responsible for performing tests in many vital areas, the results of which must be known before treatment of surgery. The department tests in areas from vascular and pulmonary functions to endoscopy and various cardiac procedures. They do 2,400 electrocardiograms alone each month.

The voice automation technology has helped dramatically in controlling the major problem of scheduling. "Basically scheduling is the area where we use it most," says Vicki Gatz, supervisor of the cardiology area in Special Diagnostics. "The time and date stamp helps a lot, too."

At one time the department had to provide constant receptionist manpower to take requests, write down hundreds of messages and pass those along to people scheduling the labs.

Even then there were frequent conflicts, confusion and arguments when messages were lost, misinterpreted, or a busy doctor forgot to schedule a procedure and showed up with a patient hoping to squeeze in the line.

Now callers can leave their request in detail in their own words, eliminating misinterpretation. Requests can be picked up from any location by telephone and scheduled quickly. And the record of what was requested and when the call came has eliminated arguments over foul-ups and forced callers as well as department personnel to become more efficient.

Gatz also uses the system for more efficient management of the department. Scheduling workers is a headache when you provide a service that must be available quickly 24 hours a day, holidays, sick days, etc. "The system makes it very time efficient to do internal messaging, to get out the word about special work demands, and to contact part-time help which we have to have available to fill in in an emergency," she says.

If Gatz needs to contact part-timers to cover an emergency, she can use an outcall feature by having the system call several home numbers every half hour, transmitting her message until there is a response. The worker can call back, using the system to communicate availability and time for making 20 calls and repeating her request five times to line up five part-timers for the next day. Gatz only needs to speak her message once and hit a few keys on the telephone keypad to handle the whole process.
Across campus, Bob Clay, Director of Residence Life, sits in a high-rise office and surveys some of the 23 residence halls whose residents are his responsibility. When the university needs to get information out, it looks to him. When a weather emergency threatens, he must sound the warning. When maintenance must put power out, he must handle the scheduling and minimize the inconvenience. He must contact 149 student Resident Advisors and professional staff, sometimes on a moment’s notice, to communicate with all his charges.

Today, Clay doesn’t have to depend on an imperfect network of student workers with limited availability to make the hundreds of calls necessary to make 149 contacts. He lets Molly do it.

"Molly" is the "voice" of VMX’s system, actually a Broadway actress who regularly updates recorded messages. When Clay has a message to disseminate, he speaks it once and Molly begins calling those 149 numbers, every half hour, for five hours, beginning whenever he wants, until she gets an answer and passes on the information.

Clay and Molly have a "thing" for each other. "Molly is my alarm clock every morning. Molly serves as a secretary all day. Molly is very helpful."

Besides serving as a time-saving and efficient message center between Clay and his staff of 200, especially during the hours when the professional office staff is off, Molly lets him know if a hall director was unavailable during the 9 p.m. to 2 a.m. period when he was broadcasting a message to them. "Molly tells on 'em," chuckles Clay.

Molly answers phones during lunch breaks and after hours, passing messages along to the home phones of the professional staff, if necessary. Clay tells Molly when to give him a wakeup call at home every morning, a most dependable alarm clock. "We got onto the system about a year ago. It's sure sold me. We have six mailboxes for the professional staff. I don't know how we'd do with it, anymore."

That sentiment is echoed by the Assistant Director of Clinical Dietetics in the hospital where JoAnn Garing assists in running an operation that prepares well over 2,000 meals a day and has special instructions for literally hundreds of them changing day to day and sometimes meal to meal.

Often new patients are checking in and doctors are leaving new diet orders right up to the final hour before a meal is to be served. Somehow, all those instructions must get to the kitchen in time and the right food delivered. If a doctor leaves a special menu with a nurse, the nurse must then find the floor supervisor by the next meal’s deadline. Sometimes, that deadline becomes impossible for all parties.

With the VMX voice mail system, the dietitians and those who must deliver information to them have found a system that saves time, steps, paperwork and mistakes.

"The system is a major help to us," says Garing. "We not only save time and allow more flexibility for the floor supervisors, we eliminate errors. We can tell exactly when requests came in and what they actually called for. It even eliminates haggling over who made a mistake."

Dietetics is another area where efficiency has gone up sharply as a result of the system, a benefit gained throughout the campus where voice processing has been put into effect.

In the College of Nursing, faculty are using voice messaging to stay in contact with students and schedule meetings. Prescription changes and new requests are being handled more efficiently through the use of voice messaging in the Pharmacy. Doctors and managers across campus are using the system to schedule appointments and during off-hours to dictate information that can be picked up by secretaries.

In Home Economics there are extension agents who travel the state and the voice mailbox becomes a highly efficient central dispatching and message station while off campus. The same application will soon be available to agricultural extension agents. Nursing directors use the system as a consulting tool. And hospital nurses are freed for more direct patient care by reliance on their voice mailboxes.

And Bonnie Johnson’s methodical approach to building the network with educated users and adding additional features only as previous capabilities are mastered, promises a continued climb in the efficiency rates of departments throughout the university and medical complex for months to come.

"Reprinted from "VMX Greetings, Fall 1988" with permission from Barbara Echols, VMX, Inc."
OF MOUSE & MAN
--- Bill Teague

WALT DISNEY was an artist-magician whose animated cartoons and movies have made the world of fantasy and imagination come alive for more than half a century. From the 1920s to the early 1950s, he ruled his immensely successful cinematic empire with a style that was at once firm but kind. "I am the last of the benevolent monarchs," he explained. Then, at an age when most successful businesspeople contemplate retirement, Disney embarked on a new creative endeavor. He began the construction of theme parks whose revolutionary entertainment concepts have seldom been challenged in terms of scope, imagination and grandeur. When Disneyland opened in Anaheim, California, in 1955, it was specifically intended to be a magical entertainment world "where parents and children could have fun together," said Disney. Disneyeland, he observed, would "be great, because it will be unique--alive and breathing." And with the initial success of his West Coast theme park, Disney directed his crew of visionaries and "imaginiers" to create an equally spectacular, even more adventurous total-destination resort. It would have theme parks and resort hotels and be located at Lake Buena Vista near Orlando, Florida. Since its opening in 1971, The Walt Disney World Resort Complex has welcomed more than 250 million visitors from over 100 countries. Occupying more than 29,000 acres, it is everything to everybody who wants to spend a day or a week immersed in total fantasy. It features themed resort hotels, excellent restaurants, a shopping village, comprehensive convention facilities, a campground, outdoor recreation water parks and creative entertainment for all ages.

The weblike structure that constitutes the sprawling Walt Disney World complex includes two major theme parks—the Magic Kingdom and EPCOT Center.

The magic Kingdom is just that: an enchanting world in which famous Disney characters such as Mickey Mouse, Donald Duck and Goofy are omnipresent. A major part of the "Fantasyland, a make-believe world of cartoon folks, where visitors are greeted and entertained by a full-sized, costumed Cinderella, the Seven Dwarfs and Dumbo.

Other parts of the Magic Kingdom include Main Street, USA; Mickey Mouse Birthdayland; Adventureland; Frontierland; and a look into the future, Tomorrowland. This kingdom also houses over 70 shops, with gifts and souvenirs both practical and elegant in nature.

EPCOT Center, inspired by Walt Disney's dream of an "experimental prototype community of tomorrow" and twice the size of the Magic Kingdom, is the place for the traveler and lover of things scientific. In it are contained the World Showcase and Future World.

The World Showcase is a series of pavilions built around a scenic lagoon. There visitors can sample the authentic cuisine of 11 nations, view reproductions of famous landmarks and enjoy international entertainment, arts and architecture.

Future World demonstrates the challenges and opportunities of life in the 21st century. Visitors can take a look at the history and future of energy, experiment with advanced telecommunications systems, watch plants growing without soil, and explore any number of scientific and engineering subjects.

Also nestled deep within the Disney complex is the Walt Disney World Village, an amazing enclave of weathered guest villas, a conference center, seven luxurious hotels, a championship 18-hole golf course, shops and restaurants.

A COMPANY OF FIRSTS

In this place where Mickey Mouse is king and youthful dreams seem frozen in time, telecommunications play a vital role in facilitating the exchange of information.

Consequently, a new Disney company Vista-United Telecommunications—was created in 1971 to serve as the telecommunications arm of The Walt Disney Company. It also was chartered as a partnership telephone company, and is 51 percent owned by Walt Disney Products and 49 percent owned by United Telecommunications, Inc.

Vista-United's objective has always been "to investigate and implement advanced telecommunications systems," says Judy Talley, marketing/customer services manager for Vista-United. "And our strength has always been in our technological firsts."

As a result of this approach, in 1971 the new company installed one of the first all-electronic telephone switching systems in the United States. Later, according to Talley, it was the first company in the world to use a commercial 45-megabit fiber-optic trunk transmission system (in 1978) and the first American telephone company to use 100-percent digital equipment (in 1984).

Vista-United installed a Northern Telecom SP-1 switching system in 1974. Since that initial purchase, "our relationship has really flowered," Operations manager Joe Hegarty says. In 1976 Walt Disney World was selected as the site for Northern Telecom's "Digital World," an event where the manufacturer announced its plans for a complete range of fully digital switching and transmission systems. And Walt Disney World Co. installed its first SL-1 digital Private Branch Exchange (PBX) in 1977. "It's still in operation today," Hegarty adds.

With the explosive growth of the Disney corporate network—and especially the Walt Disney World complex—few vendors originally had the capabilities to meet Disney's unique requirements.

For example, Northern Telecom's OPEN (Open Protocol Enhanced Networks) World philosophy of product continuity has enabled Walt Disney World to add new and disparate sophisticated telecommunications hardware and software products to its existing equipment with minimal fuss or expense. "We liked that," says Hegarty.

Since the late 1970s, Walt Disney World has often served as a beta test site for some of Northern Telecom's advanced telecommunications products. Automatic Call Distribution (ACD), one of the Meridian SL-1 integrated services network's more popular features, was
beta-tested at the Disney complex several years ago, as was Northern Telecom's hospitality software package, Generic X37.

More recently, the Meridian SL-IXT system underwent beta testing at Walt Disney World, as did the Meridian SL-1ST, an Integrated Services Digital Network (ISDN)-compatible switch. Today the Walt Disney World telecommunications network uses Meridian SL-1 systems exclusively. Its six fully features SL-1s include four Meridian SL-IXTs, one SL-1ST and one SL-IXL configuration.

In addition, Vista-United employs Northern Telecom's DMS-100 and DMS-200 switching systems to handle its toll and access requirements. It also uses a DMS-250 system, a high capacity central office tandem switch, for trunk switching.

350 MILES OF FIBER OPTICS

By any standards, The Walt Disney World Resort Complex is a huge operation. It occupies 44 square miles and employs over 20,000 people.

The size of its telecommunications operation is equally immense. The backbone of the network is a 350-mile fiber optic cabling system that is completely underground. Featuring all-digital equipment, Vista-United maintains and services over 20,000 lines at Walt Disney World alone. Expandable and ensuring a high level of transmission quality, the fiber network is used to transmit voice, data and video media—separately or simultaneously.

In addition to its immediate responsibilities at Walt Disney World Co., Vista-United is charged with installing, operating and maintaining Disney's worldwide corporate telecommunications network.

Using a 10-meter satellite dish at Walt Disney World Co., it transmits voice, data and video through a leased satellite to Disneyland at Anaheim and to the 10-meter dish at the corporate offices in Burbank, California. Via satellite, the company can also uplink to other Disney offices and facilities in New York, Paris and Japan. In fact, given the vast geographical distances and global locations of the Disney corporate network, a decided advantage of the Meridian SL-1 system is its networking capabilities.

And the most heavily used Meridian SL-1 feature is ACD. "Handling guests' hotel reservations in an efficient, effective manner is critical," Talley explains. "Walt Disney World's central reservations office has approximately 130 agents, and all use ACD. This feature assures not only a smoother reservations operation, but it also produces a tremendous amount of statistical data base on which you can better plan your workload."

Designed to provide state-of-the-art telecommunications features required by major hotel operations, the Meridian SL-1's hospitality software package is used by Disney's seven hotels and serves 3,300 guest rooms, villas and campsites. Messages are relayed to guests with the aid of the new Meridian SL-1 Caller's Name Display (CND) feature.

Indeed, the majority of Vista-United's telecommunications service for Disney is voice-only. The Disney corporate network employs Northern Telecom's Electronic Switched Network (ESN), over which much voice traffic and some data is transmitted.

Currently Disney uses Sperry PCs for data networking. This data is then transmitted over dedicated data lines. However, the company is moving toward an ultimate PBX-type switching data application using the X.25 protocol. And Vista-United is now working with Northern Telecom to develop a fully integrated communications system that can be used for total voice and data operations. Such a system is expected to lower average-costs-per-minute and result in the best utilization of its facilities, company officials say.

DO WHAT YOU DO BEST

A fundamental rule which guided the late Walt Disney was "to always stay in the entertainment business--which is what we do best." The current Disney corporate management is firmly committed to the continuance of that attitude.

Walt Disney World is buzzing with the sounds of heavy equipment and skilled craftsmen at work on new hotels, a motion picture/television studio and other entertainment facilities.

The luxurious Grand Floridian Hotel has already opened its doors and was joined by the Caribbean Beach Resort Hotel on October 1. In addition, Typhoon Lagoon, a new huge adventure park designed for water-sports lovers, will become operational next year.

Also planning to open within the next year is Pleasure Island, a waterfront nightclub entertainment center. And an elaborate, operational movie facility, the Disney/MGM Studios, will give visitors the opportunity to view actual film-making in progress and enjoy a theme park devoted to the excitement of Hollywood.

Vista-United recently announced that it is planning to double its telecommunications capacity in order to keep pace with the rapid growth of Walt Disney World during the next five years. Meanwhile, the Walt Disney Company anticipates expansion of its current operations at Disneyland in Anaheim and at its phenomenally successful Tokyo Disneyland in Japan (where the 84-year-old emperor owns a Mickey Mouse watch). In 1992, EuroDisney--a $1.7 billion theme park--will also open outside Paris, France.

There is no doubt that Walt Disney's imagination transcended the ordinary boundaries of everyday existence. After all, how many talking clocks and mice do you know? But it is this larger-than-life view that has endeared Disney to generations of children and adults. That same spirit, nourished by the Disney Companies, is now propelling his legacy—the theme parks, resort hotels, studios and all the other projects--into the 21st century and beyond.

And, since Disney always seemed to have some new plan on the drawing board, there probably is no better tribute to the man himself.

DISNEY'S CROWN JEWEL HERALDS A NEW ERA

Jim Tyler, general manager of Vista-United Telecommunications and a director for the Walt
OF MOUSE & MAN, Continued:

Disney World Co., states with characteristic enthusiasm that the next two years will witness some of the most ambitious construction plans in the history of Walt Disney World.

A five-star hotel that is already being called Disney's "jewel in the crown" has recently opened. The Grand Floridian, a Victorian-style hotel with 900 elegantly designed and furnished rooms, offers the most luxurious accommodations on the Disney property.

A masterpiece of architectural triumph and exquisite craftsmanship, the Grand Floridian features intricate latticework and balustrades, and over 60 miles of scrolls, turn posts and curved moldings. With bright white towers and gabled roofs outside and three illuminated stained-glass domes, sparkling chandeliers and mirror-like brasswork inside, it takes the lucky guest back to the era of John D. Rockefeller and the rich, easy days of opulent resort living in south Florida.

Currently under construction is the Caribbean Beach Resort Hotel. Featuring 2,112 moderately priced hotel rooms, the tropically themed two-story buildings are being built on a scenic lake and will feature distinctive Caribbean motifs associated with Trinidad, Martinique, Jamaica, Aruba and Barbados.

A new adventure park, Typhoon Lagoon, is also nearing completion. It will contain the world's largest man-made watershed mountain, which is also the third highest mountain—natural or otherwise—in Florida. Designed for watersports aficionados, it will have a two-and-a-half-acre wave-making lagoon and saltwater snorkeling reef. As Tyler notes, Typhoon Lagoon, which will be the world's largest water park, "will be to other water parks what Walt Disney World is to other amusement parks."

Also under construction is one of the most ambitious Disney projects—the Disney/MGM Studios.

Located on a 100-acre site and not at all a "fantasy" operation, these studios will be actively engaged in producing movies for Walt Disney Productions as well as for other film-making companies. The studios will have full facilities and services. These include sound stages, post-production areas and theaters in which film executives can view the daily "takes" and "rushes."

Visitors to Walt Disney World will be able to tour the facilities, from back-lot construction to the actual filming conducted on various sound stages. The studios also include a major new entertainment park re-creating the glamour of Hollywood Boulevard in the 1930s and 1940s, with the Chinese Theater as a focal point.

Reprinted from ACCESS, Fall 1988 issue.

Access is published by Northern Telecom. ACUTA members will be able to see this area first hand during annual conference, July 1990.