

ACC 10000/147/613

T/104

ITALIAN TRAFFIC REORGANIZATION

Feb. - Apr. 1946

IN TRAFFIC REORGANIZATION

Feb. - Ap. 1946

ROME AREA ALLIED COMMAND

AFO 794, US ARMY.

Chief	
Chief	H. H.
Chief	T. H.
Chief	P. H.
Chief	C. H.
Chief	P. H.
Chief	C. H.
Chief	C. H.
Chief	C. H.
Chief	C. H.

9 April, 1946.

To : Director, Communications Sub-Comm.A.C.

Sub: Report.

Ref: G.26.

CROSS REFS.	
FILE	B/Two

15 APR 1946

1. The following report covers my recent visits to Naples, Florence and Northern Italy in the company of Ing. Bifulco and Ing. Garrone of the Ministry of Posts and Telecommunications.

2.

NAPLES.

10
9
8
7
6
5
4
3
2
1

Spare - reserved for Transatlantic Service

5 circuits to Bari

4 " 1 each to Cosenza, Catanzaro, Reggio, Taranto.

1 " to Milan

3 " 1 each to Messina, Catania, Palermo.

2 " to Rome (+ 1 military circuit at night)

2 " (" " ")

3 " " "

Spare

4 circuits, 3 to Salerno and 1 to Potenza.

24 circuits + 2 military at night.

3. It was stated that the traffic on positions 1, 8 and 9 is not heavy and, therefore, there was no need to spread the circuits over all positions. If this is so, the delay on the circuits on posit-

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b/fwa
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7	1 " to Milan
6	3 " 1 each to Messina, Catania, Palermo.
5	2 " to Rome (+ 1 military circuit at night)
4	2 " " (" ")
3	3 " " "
2	Spare
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24 circuits + 2 military at night.	

3. It was stated that the traffic on positions 1, 8 and 9 is not heavy and, therefore, there was no need to spread the circuits over all positions. If this is so, the delay on the circuits on positions 1, 8 and 9 will be small and this fact and details of the traffic actually carried should be confirmed from the recent traffic analysis in the Traffic Section at the Ministry.

4. The operating at Naples shewed a marked improvement, the telephonists were quiet, efficient and well disciplined, the supervisors were alert and the general tone of the exchange was good. The switchroom and the operating positions were clean and tidy. I have pleasure in recording this improvement which, in my opinion, has contributed largely to the more efficient handling of the Rome-Naples traffic.

5

- 2 -

5. I suggested to Ing. Calvanese and Cav. Zorzettic (both of the Naples Directorate) that tickets should not all be passed directly to the operating positions but should be retained by the Capo-Turno and passed to the telephonists in small numbers, thus avoiding confusion on the operating positions (see my report 4.2.46 Tp.26). It is understood that this new procedure has now been adopted at Naples.

6. A visit was also made to the military long distance exchange to discuss the question of the installation of the new civilian long distance switchboard in the military switchroom. Delivery of the new switchboards is expected in April.

7. It was ascertained from the Director S.E.T. that work on a new automatic unit of 5000 lines to replace the destroyed "Borsa" exchange was well advanced and completion was expected in April or May. Of the 5000 numbers a 1000 block was to be reserved for Allied military use, and the remainder used for civilians.

8.

FLORENCE.

= ↑

Booking

Door to

Fault Control

3
4
5
6

1
2

> 8 new positions
being installed

2 positions (Nos. 1.2
to be transferred
2 positions (Nos. 3.4
to be transferred.
2 new positions to
be installed later

MARESPTE
APPS.

temporary wall to be erected.

= ↓

1597

9. As will be seen from the above sketch, six operating and two booking positions exist. A new eight position suite is being installed and four of the existing positions, being of the same type, can

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2 positions (Nos. 1, 2
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2 positions (Nos. 3, 4
to be transferred.

2 new positions to
be installed later

MARESPF
APPS.

temporary wall to be erected.

1597

9. As will be seen from the above sketch, six operating and two booking positions exist. A new eight position suite is being installed and four of the existing positions, being of the same type, can be lined up with the new suite. A further two positions have been ordered from Milan, making in all fourteen positions en suite. A further fourteen positions can, if necessary, be installed on the other side of the switchroom.

10. A re-arrangement of the repeater etc. apparatus installed in the switchroom is in hand by the Allied military, and I arranged with the officer in charge that when this is completed it should be possible for the Italians to build a temporary wall to separate the switchroom from the repeater room. This will be beneficial for both services. Unfortunately the offices of the Fault Control (MARESPF) are on the

- 3 -

far end of the switchroom which will necessitate engineers passing through the switchroom.

11. In view of the increase of positions, Ing. Bifulco arranged for authority to be given to recruit fifteen additional telephonists. This brought up the question of welfare accommodation, which is already inadequate, and I ascertained that all the upper floor consisting of the Azienda welfare accommodation was still requisitioned. I managed, however, to arrange, with the Fault Control Officer, to release a room on the same floor as the switchroom.

12. The following circuits are at present connected:-

Milan	2	Genoa	1.
Venice	1	Ancona	2
Padua	1	Rome	8
Perugia	1	Bologna	8
Forli	1	Siena	1

(+ 1 military circuit at night)

These circuits are multiplied and have multiplied answering equipments over the existing positions, and similar arrangements will be in force for the new positions.

13. A visit was made to the Fault Control office and it was ascertained that MARESP had four trucks out of use, waiting for spare parts. The Fault Control officer stated that the Italian Ministry of Transport had no spares located at Florence.

14. I discussed the possibility of installing monitoring facilities at Florence with the Zone Director (Dr. Fulgensi) and, when the necessary equipment is available, the positions will be installed. This will obviate the need for the small control panel in the Director's room.

15.

MILAN.

Rooms can be made

Table for
Floor Supervisors

available for extension
1596

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15.

MILAN.

Table for
Floor Supervisors

23 positions
under con-
struction

40 work.
positions.

Rooms can be made

available for extensions
of operating suites

Monitoring

1 2 3 4

Positions

4 Sorting
Positions

8 Booking
Positions

Chief Suprv.

- 4 -

16. The circuits existing and the positions on which they work are as follows:-

Position 1-4	12 circuits to Lugano (3 per position)
5	" " Zurich (4 circuits)
6	" " " "
7	" " Paris
8	" " London
9	" " Verona (5 circuits)
10	" " " "
11-20	" Genoa (10 incoming, 3 transit) (17 outgoing,)
21	Spare
22-30	27 circuits to Turin (9 incoming, 9 outgoing) (6 bothway, 3 transit)
31	" " Bologna } (4 circuits) " " " for transit }
32	" " Venice
33	" " Florence
34	" " Padua
35	" " Piacenza
36	" " Naples }
37	" " Rome }
38	" " " "
39	" " " "
40	" " " "
	Spare (4 circuits to Rome)
	98 circuits

17. Several Traffic questions were discussed with Maj. Holland, Ing. Baldini (Zone Director) and Dr. Fragole (Traffic Officer), the principal items being:-

- (a) introduction of experimental "transit" scheme (see my report Tp.26, 4 Feb.46)
- (b) calculation of delays
- (c) retention of tickets by Capo Turno
- (d) traffic analysis

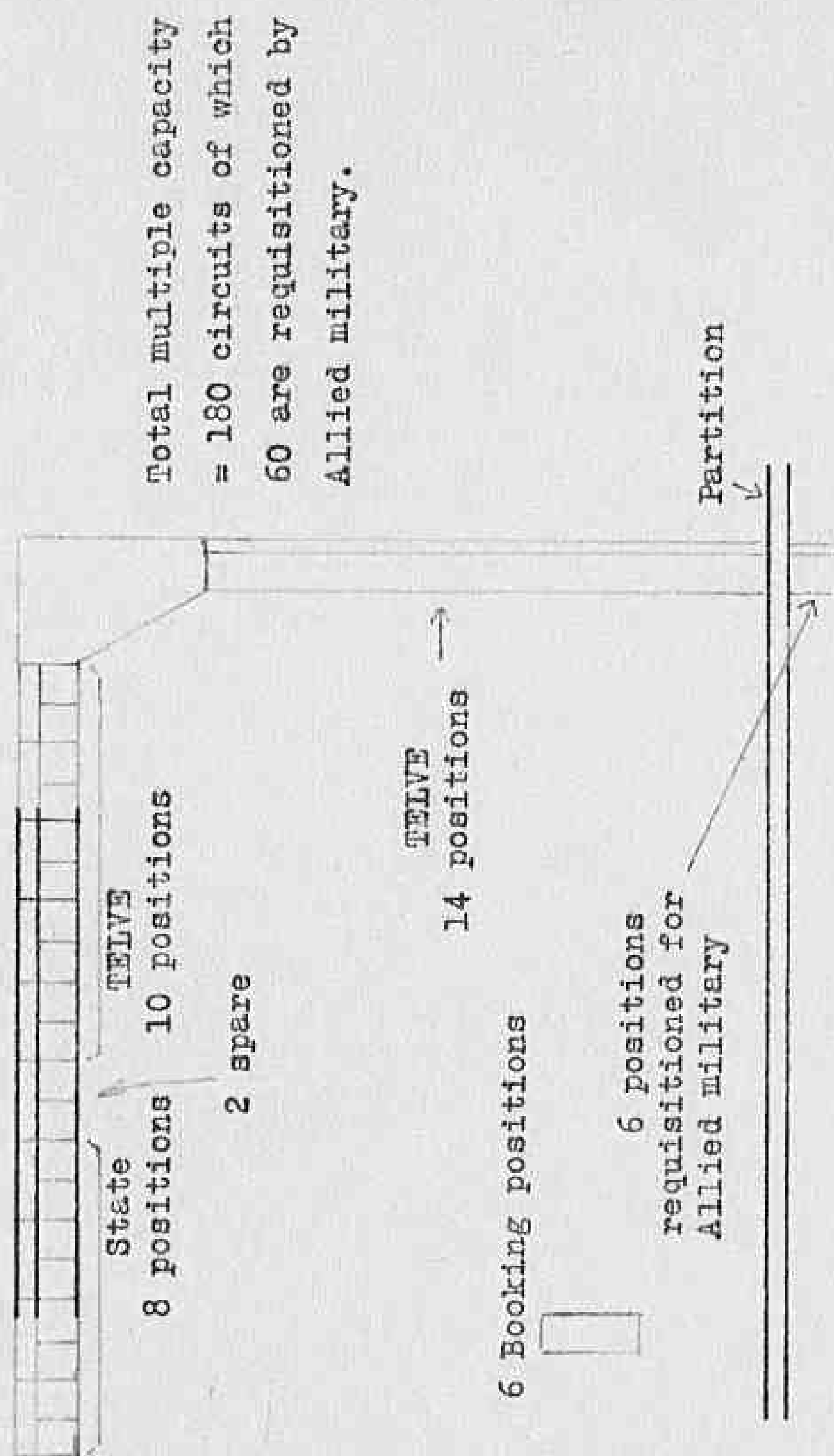
1555

I found the Italian local directing officers were very keen

- 5 -

was not sufficient to detect the offenders and I suggested that an order be issued, pointing out the seriousness of the offence, and stating that long distance circuits would be monitored and details of every call recorded. The charge tickets would then be traced and in the case of a missing ticket the telephonist on the operating position would be suspect. If a particular telephonist was concerned in more than one missing ticket, she would be asked for an explanation and, if this was not satisfactory, disciplinary action would be taken. The order itself would probably act as a deterrent and the detection of an actual offender should stop the practice altogether.

18.

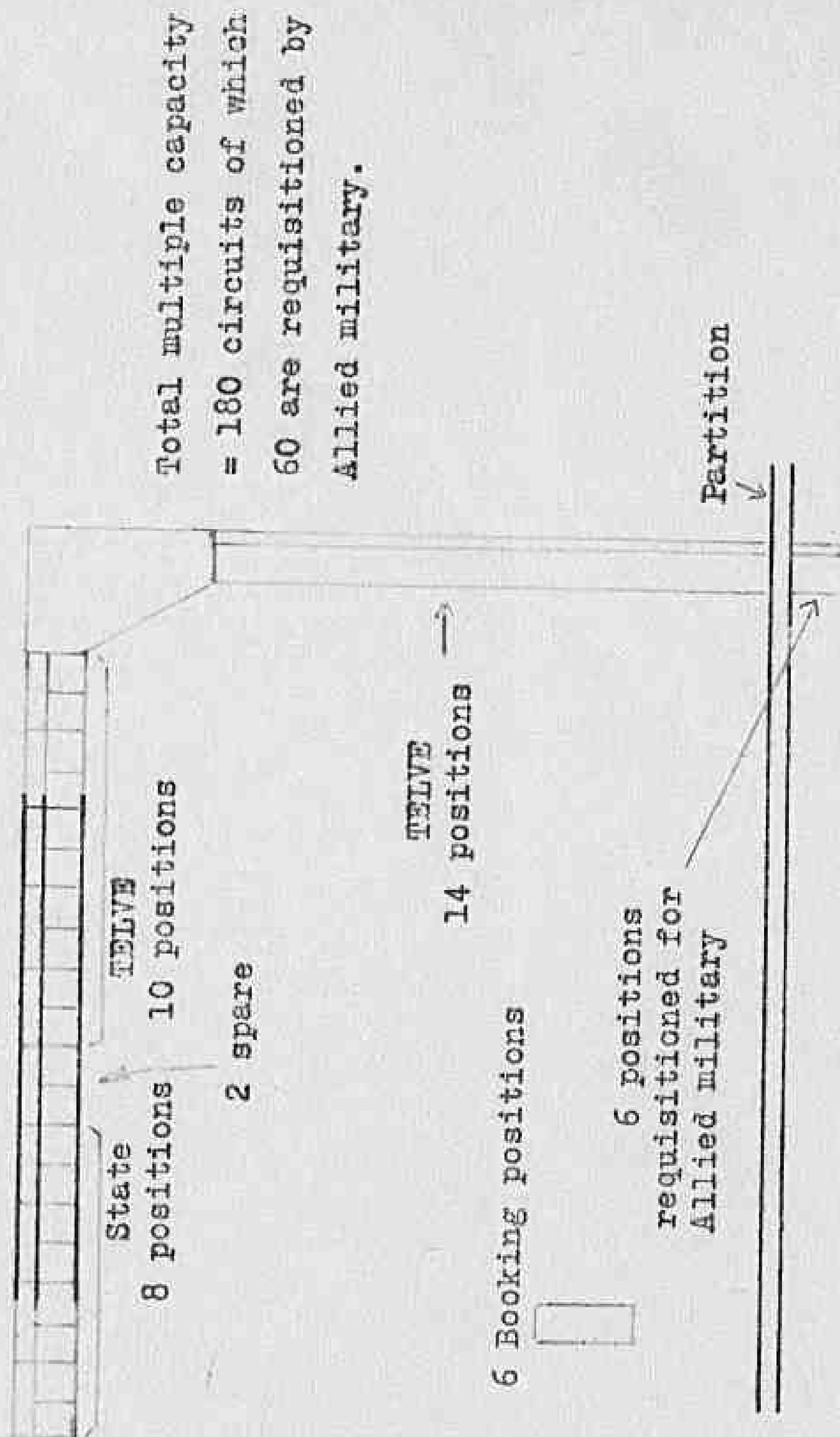
VENICE (Mestre)

19. All circuits are multiplied and have multiplied answering equipments. The circuits working at present are:-

State.	Bologna	5 circuits	TELVE	85 circuits	159/19 circuits
	Milan	2	"	Principal routes	Padua
	Rome	2	"	Treviso	13
	Trieste	3	"	Udine	4

18.

VENICE (Mestre)



Total multiple capacity
= 180 circuits of which
60 are requisitioned by
Allied military.

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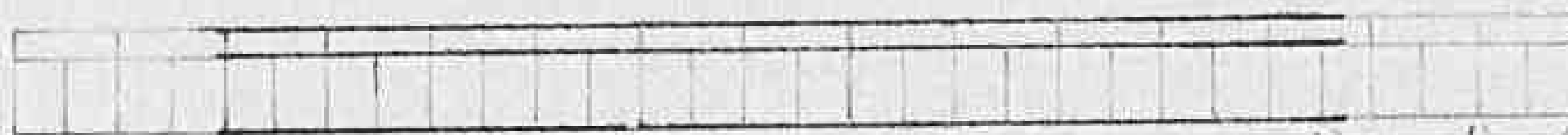
State.	Bologna	5 circuits	TELVE	85 circuits	159/49 circuits
	Milan	2	"	"	"
	Rome	2	"	"	"
	Trieste	3	"	"	"
	Treviso	13	"	"	"
	Udine	4	"	"	"
	Bolsano	3	"	"	"
	Belluno	3	"	"	"
	Verona	2	"	"	"
	Vicenza	2	"	"	"
	Rovigo	1	"	"	"
	Trento	1	"	"	"
	Gorizia	1	"	"	"

It will be seen that of the 120 equipments available for civilian use 97 are already in use.

- 6 -

20. On the day of inspection there was little or no delay on calls to Bologna and Trieste and a maximum of about six hours delay on "urgentissima" calls. Generally all "urgentissima" calls are cleared by about 1500 hours each day. Venice routes calls to the South via Rome and calls to the North West via Bologna.

21.

PADUA.

6 positions
Stato
(includ. 2 Spares)

19 positions
TELVE

3 posts.
Allied Milt.

2 posts. civilian
information

6 posns. Booking



Chief Super -
visor

Allied Military
Information.

22. The long distance circuits and delays on "urgentissima" calls are:-

Milan	2 circuits	4 hours delay until midday
Ferrara	3 "	no delay - only sufficient traffic for 2 circs
Venezia	1 "	service circuit used for setting up long distance calls to Rome and the South & 9 hours delay.
Bologna	5 "	2 hours delay to North West Italy and Ancona.
Florence	1 "	no delay.
Trieste	1 "	no delay.

Ing. Garrone is looking into the possibility of using one of the Ferrara circuits elsewhere and disposing of the Ancona traffic via Venice.

23. The Dirigente (Sig. Russo) complained of shortage of telephonist staff and was told to represent the position to the Ministry without delay in order that authority to recruit additional staff could be obtained.

- 6 and 7 -

24. BOLOGNA.

ample room for another suite

4 Booking positions (under construction)

01, 01, 04, 04

18 Stato + 18 TIMO → 8 new positns.

36 positions auto - manual

to be installed

16 positions

1 - 6 7 - 12 13 - 16

Suite serving manual
subscribers and Public
Pay Stations.

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01,01,04,04

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36 positions auto - manual to be installed

16 positions

1 - 6	7 - 12	13 - 16
-------	--------	---------

Suite serving manual subscribers and Public Pay Stations.

- 7 -

16 positions

1 - 6 7 - 12 13 - 16

Suite serving normal subscribers
and Public Pay Stations

25. The Bologna automatic system is being rehabilitated and at present consists of

Galvani unit	2000 line capacity
Trento Trieste unit	" " "
Righi unit	600 " "

an additional 2000 line unit located at Galvani is being installed and is expected to be completed in six weeks. The new unit may reduce the number of subscribers on the temporary exchange, but demands for service are so heavy that it will be necessary to retain the manual system.

The manual system has a multiple capacity for 1400 subscribers, but the load capacity of the positions available (six) reduces the effective capacity of the system to 1000 subscribers. There are at present 950-1000 subscribers connected.

26. The 16 position temporary suite in the smaller switchroom has the full multiple of manual subscribers over all positions and is used as follows:-

Positions 1-6 manual subscribers' calling positions
(a) manual sub. requires another manual sub. - call set up in the usual way.

(b) manual sub. requires auto. sub. - telephonist extends call to auto plant over junction manual - sub dials own number. 36 junctions exist - 6 per position.

(c) manual sub. requires long distance 04 or Toll 01 Procedure as (b).

Positions 13-16

auto subscribers' calling positions for manual system,

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(c) manual sub. requires long distance 04 or Toll 01 Procedure as (b).

Positions 13-16 auto subscribers' calling positions for manual system,
(a) auto sub. dials 00 and telephonist completes call via manual multiple.

Positions 7 - 12 Public pay stations' calling positions. These pay stations are located in Bologna, and also in the villages around Bologna. They are connected as manual subscribers and do not have dials.

(a) Pay station requires auto sub. - telephonist extends calls to auto plant and dials number.

(b) Pay station requires long distance 04 or Toll 01, as (a).

(c) Pay station requires manual sub. - telephonists connects in multiple.

- 8 -

27. The existing long distance circuits and the positions on which they work are as follows:-

201	Booking position			
202	"			
203	Turin	3 circuits		2 hours delay
204	Genoa	2 "		1 "
205	Milan	2 }	4 circuits	"
206	"	2 }		"
207	Florence	4 }		no delay
208	"	4 }	8 "	
209	Rome	3 }	6 "	2 hours delay
210	"	3 }		
211	Padua	5 circuits		
	Rovigo	3 "		
212	Venice	5 "		
	Udine	1 "		
213	Verona	4 "		no delay
	Mantova	1 "		
	Bolzano	2 "		
214	Trieste	2 "		
	Leghorn	1 "		
	Trento	1 "		
215-218	Spare			

A Vienna and a Zurich circuit are expected to be completed in a few days.

28. The staff employed in the State exchange is 77 telephonists of whom 30 are employed on non-operating work, and there are 2 "Sorveglianti", 2 "Dirigenti" and 1 Director. Arrangements are in hand to recruit an additional 15 - 20 telephonists.

29.

MANTU BECCARIA R.S.

The old station was completely destroyed and considerable repair to the building is necessary. Ing. Bifulco states a complete scheme is being prepared. I urged the necessity of haste before the

208	"	4	8	"	no delay
209	Rome	3	6	"	2 hours delay
210	"	3	3	"	
211	Padua	5	circuits		
	Rovigo	3	"		
212	Venice	5	"		
	Udine	1	"		
213	Verona	4	"		no delay
	Mantova	1	"		
	Bolzano	2	"		
214	Trieste	2	"		
	Leghorn	1	"		
	Trento	1	"		
215-218	Spare				

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MANTU BECCARIA R.S.

The old station was completely destroyed and considerable repair to the building is necessary. Ing. Bifulco states a complete scheme is being prepared. I urged the necessity of haste before the building suffers further damage through neglect. There was much of the old equipment stored in the garage and I suggested that this should be dismantled and repaired. 153

A temporary station is installed in a hut alongside the old station. In it are 48 4 wire repeaters (all in use) and 18 2 wire. Another six 2 wire repeaters are being installed and I suggested that at least another 8 4 wire repeaters should be provided. There is space available for 3 Bays of 8 4 wire repeaters.

The main battery was in poor condition and its capacity was said to be only 900 A/h, or two thirds of normal. There is a stand by American battery of about 100 A/h.

The batteries are normally float charged and there is an ASTAR petrol engine charging plant for emergencies. The engine was originally at Lojana. Fuel consumption was said to be 7 litres per hour and a 200 litre reserve is held. Ing. Bifulco will arrange for another 200 litres to be held in reserve.

In the yard was a German 3 phase mobile generator. The generator was broken and I suggested that it be taken to Milan, repaired and put to use.

30. LOJANO R.S.

This repeater station is ready for service as soon as Naphta is brought up to operate the Diesel engines of which there are two - one to operate and one in reserve. Forty-eight 4 wire repeaters are fitted and 16 circuits are ready for connection. Ing. Bifulco will urge the provision of 5000 gallons of Naphta.



L.G. Hawker, Major,
Liaison Officer A.C.
Office of the Signal Officer RAAC.

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L.G. Hawker, Major,
Liaison Officer A.C.
Office of the Signal Officer RAAC.

HEADQUARTERS ALLIED COMMISSION

APO 394

Communications Sub-Commission

HHS/ec

T.104.4.CS

16 April 1946

SUBJECT: Traffic Department

TO : Under-Secretary of State for PP. & TT.

1. Inclosed in duplicate is report made by Major Hawker covering his recent trip to Naples, Florence, Bologna and Milan in company with representatives of your Ministry.

2. There are many encouraging facts brought out in Major Hawker's report and the newly created traffic department is to be complimented on the energy and enthusiasm with which it has attacked the problems facing it.

3. The results obtained so far, although encouraging, are only an earnest of what can be accomplished in the way of increased revenue and it is hoped that the work which has commenced so auspiciously will continue. Major Hawker is available to your Ministry at all times for consultation and advice and will continue to render all possible assistance on traffic matters.

H.H.SCUDDER,
Col.Sig.C.
Director.

Inclosure: Report in duplicate.

1588

ROME AREA ALLIED COMMAND
APO 794, US ARMY.

Ref: Comms. TP.26.

Sub: Traffic Department.

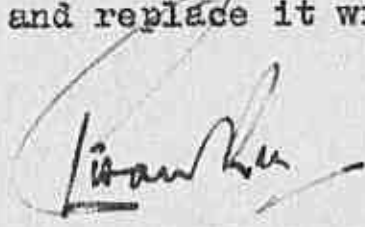
To : Under Secretary of State for PP.TT.
Ministry of Communications,
Via del Seminario.

Copy to Direttore, Azienda dello Stato,
Capo Ufficio del Traffico,
Director, Communications Sub-Comm.A.C. (3 copies)

8 February, 1946.

1. Further to my letter of 4 February, reference as above, a revised paragraph 7 has been prepared after further discussion with the Capo di Ufficio Traffico.

2. Perhaps you will arrange to cancel the existing paragraph 7 of the Memorandum and replace it with the attached.


L.G. Hawker, Major,
Liaison Officer A.C.
Office of the Signal Officer RAAC.

Enclosure.

1587

7. If paragraph 6 is adopted, the problem of "transit" calls can become easier. For example, on a call from Napoli to Milano the ticket at Roma is passed to the "Milano" position. This telephonist knows approximately when a Milano circuit will become liberated and, therefore, asks the "Napoli" position for a circuit to Napoli for a "transit" call. The telephonist on the "Napoli" position will allocate the first Napoli circuit to become liberated. In the meantime the "Milano" telephonist will proceed to call the Milano subscriber in anticipation and hold him while she calls the Napoli subscriber. With this method of completing "transit" calls, the control of the call is at the "transit" exchange - Roma - and, therefore, it will be necessary to have the "transit" tickets which have been completed, posted to the exchange from which the call has originated.

In the case of a call in which two "transit" exchanges are involved, for example Napoli, Roma, Milano, Como, the control of the call is undertaken by the second transit exchange Milano.

It is, of course, not possible to pass forward the control of "transit" calls originating from public call offices where the originating exchange must collect the trunk fee from the caller. In these cases the "transit" procedure can be the same except that on the route from the "transit" exchange to the originating exchange a pre-determined circuit must be used and the call office tickets waiting completion must be kept at the originating exchange position on which this circuit terminates.

In order to obtain full use of this method of "rebooking" calls it will be desirable to approach the Concessionary Companies and arrange with them to adopt the new procedure at their exchanges which control trunk calls over State circuits as, for example, Avellino and Benevento via Napoli, etc.

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SECRET

1586

ROME AREA ALLIED COMMAND
APO 794, US ARMY.

Ref: Comms. Tp.26.

Sub: Traffic Department.

To : Under Secretary of State for PP.TT.
Ministry of Communications,
Via del Seminario.

Copy to Direttore, Azienda dello Stato,
Director, Communications Sub-Comm. A.C. ✓

5 February, 1946.

1. The attached draft instruction is forwarded for your consideration, and for issue to Zone Directors, etc., if you should so decide.

2. It is suggested that the attached should be the first of a series of instructions from the Traffic Department, detailing policy, procedures, etc.

Director	
D/Director	
Chief Telegrams	
Chief Posts	
H Q Ltrcs	
Asst Chief Posts	
Commodore	
Chief Clerk	

CRC	
REF	
FILE	
<i>T-35</i>	

Date 8 FEB. 1946

T.104

Enclosure.

L.G. Hawker
L.G. Hawker, Major,
Liaison Officer A.C.,
Office of the Signal Officer RAAC.

2
1585
[Signature]

Administrative Instruction

No.....

FUNCTIONS OF THE TRAFFIC DEPARTMENT.

1. The function of the Traffic Department is to ensure that all circuits and apparatus are used to full capacity in order to produce the maximum revenue at the minimum operating expense.

2. There are many factors that need attention to achieve this object, and the more important of these factors are enumerated below:-

(a) Operating procedure. Steps should be taken to simplify the operating procedures and to prepare an operating book for distribution to all Trunk exchanges in Italy. This will prepare the way for standardisation of operating methods and obviate much wasted time on circuits.

(b) Training. To obtain efficient operating it is necessary to provide new entrants with good basic training and to give existing telephonists special revision courses. The most efficient way to achieve good results is by means of properly equipped schools. This may not be practicable at present but should be borne in mind for the future.

(c) Supervision. To get the best results from well trained telephonists it is essential to have an adequate and well trained supervising staff. The supervisors should be carefully selected for their ability to be firm, efficient and helpful, without being domineering or unnecessarily restrictive.

A formula for determining the number of supervisors required at an exchange should be prepared and instructions regarding their duties should be issued by the Traffic Department.

(d) Exchange equipment. The type and quantity of exchange equipment necessary to provide an efficient service should be constantly under review in the Traffic Department in order to ensure that there is always sufficient equipment but never too much. The Traffic Department should also study, in

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A formula for determining the number of supervisors required at an exchange should be prepared and instructions regarding their duties should be issued by the Traffic Department.
- (d) Exchange equipment. The type and quantity of exchange equipment necessary to provide an efficient service should be constantly under review in the Traffic Department in order to ensure that there is always sufficient equipment but never too large an excess. The Traffic Department should also study, in conjunction with the Engineering Department, proposals for new types of exchange equipment, and keep itself well informed on new developments in other countries.
The lay out of the positions, "face equipment", multiples and key shelves in exchanges should also be reviewed periodically by the Traffic Department to ensure that the telephonists receive every assistance in the performance of their duties.
- (e) Long Distance circuits. The determination of the number of long distance circuits should rest with the Traffic Department.

- 2 -

Standard hourly circuit loads should be calculated and an approved maximum period of delay should be formulated. Given these factors, traffic records can be studied and the necessary number of circuits required can be determined. New routes, where traffic conditions justify them, should be considered and provided in those cases in which Engineering costs are not excessive. It should be the aim of the Traffic Department always to provide sufficient circuits to carry the traffic without having circuits lying idle.

(f)

Statistics. Much information will no doubt be available from the Statistical Department, but in order to be able to make decisions on the foregoing, special statistics and records will be necessary. These records must be kept to a minimum and only taken for a definite purpose, for it should always be remembered that they are an expense for which no apparent profit can be shown.

(g)

Inspections of exchanges. When sufficient trained staff is available it is desirable to arrange for Traffic Officers to make periodic visits of inspection to exchanges. This will enable them to discuss problems with Zone Directors and see actual working conditions. If the visits are made in a spirit of co-operation much good to the service should result.

These inspections should also include the rooms allocated to telephonists for rest and dining purposes to confirm that they are clean and well equipped. The views of the staff on their accommodation and conditions generally should be ascertained during these visits and efforts should be made to meet reasonable demands. Many good ideas on working conditions can be obtained from such meetings.

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0220

ROME AREA ALLIED COMMAND

APC 794, US ARMY.

Ref: Comms. Tp. 26.

Sub: Traffic Department.

To : Under Secretary of State for P.P.M.
Ministry of Communications,
Via del Seminario.

Copy to Direttore, Azienda di Stato,
Capo Ufficio del Traffico,
Director, Communications Sub-Commiss. A.C. (copies) ✓

4 February, 1946.

1. The attached memorandum of a meeting with the Capo di Ufficio Traffico is herewith for your information and consideration.

2. If it is decided to accept the suggestions contained in the memorandum, it is recommended that written instructions be sent to the zone Directors of Rome, Milan and Naples to experiment with the schemes and to give their opinions. It would be appreciated if copies of the zone Directors' opinions could be sent to this Office for study.

3. During the experimental stage visits will be made, in company with the Capo di Ufficio Traffico, to Rome and, if possible, to Milan and Naples.

4. If the experiment proves successful no doubt arrangements will be made to introduce the scheme at the other exchanges.

Sani Traffic Department.
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 Ministry of Communications,
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Director	
Chief of Staff	
Chief of Section	
Chief of Post	
Chief of Code	
Chief of Signal	
Chief of Traffic	
Chief of Administration	

Enclosure.

L.G. Hawker, Major, 1582
 Liaison Officer A.C.
 Office of the Signal Officer RAAG.

CHIEF	
FILE	
1582	

Date 16 FEB 1946

MEMORANDUM.

1. At a conference this morning with Ing. Garrone, head of the Traffic Department, the question of the most efficient way to load up the long distance circuits was considered. The four most important points discussed were:-

- (a) Number of circuits per telephonist
- (b) Working of routes on a basis of "In "Out" and "Bothway" circuits
- (c) "Transit" traffic
- (d) Number of tickets at operating positions.

2. Regarding (a) number of circuits per telephonist, I pointed out that under normal conditions it would be necessary to set operating costs against circuit costs and arrive at an economic balance. At the moment, however, conditions in Italy were abnormal and I suggested that key routes serving the North to South communications should, where possible, be worked two circuits per position, so that as much traffic as possible could be handled. The following routes might be dealt with:-

Roma - Milano
Roma - Bologna
Roma - Firenze
Roma - Venezia
Roma - Napoli

3. With reference to (b) the method used in Great Britain of dividing routes working in "Delay" was explained, for example a five circuit route between (say) Roma-Napoli with traffic in each direction approximately equal, would be divided as follows:-

Roma to Napoli	2 circuits
Napoli to Roma	2 "

the remaining circuit would be used in either direction to equalise traffic variations. This method of working reduces operating time to a minimum and also reduces the tendency for telephonists at either end of a circuit to argue regarding whose turn it is to use the circuit.

4. Transit traffic (item c) is a problem which needs much attention, particularly at Rome which acts, at present, as a "bottleneck" on communications between the North and South. After much discussion the following scheme was evolved. For the sake of clarity the routes

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4. Transit traffic (item c) is a problem which needs much attention, particularly at Rome which acts, at present, as a "bottleneck" on communications between the North and South. After much discussion the following scheme was evolved. For the sake of clarity the routes Napoli-Roma and Roma-Milano are used for illustration.

5. To avoid the necessity of telephonists at operating positions having to write "transit" tickets at Roma, arrangements have already been made for requests for "transit" calls to be connected to a special "prenotazione" position and the ticket subsequently passed to the "controlling" position where it is sorted into time order with other tickets waiting completion. It is now suggested that the distant exchange (Napoli or Milano) should hold its transit tickets and at a pre-arranged time each hour of the day (say at ten minutes to the hour in the case of

-Napoli-

- 2 -

case of Napoli and at five minutes past the hour for Milano) should call Roma and ask for the special "prenotazione" position. The "prenotazione" telephonist at Roma should then prepare "transit" tickets for the distant exchange confirming that the "prenotazione" time of each ticket comes within the preceeding hourly period. This point is important as it prevents distant exchanges quoting earlier "prenotazioni" times in order to get their calls connected before they are due. The "transit" tickets should be taken without delay to the sorting table, sorted into outgoing route order and put in turn with other tickets waiting completion.

6. The number of tickets held at the operating positions (item d) was next discussed. The practice of passing all tickets to the operating positions results in the telephonists each having a large number of tickets in front of her and, as a result, she is liable to become confused and tickets are dealt with out of turn. I suggested that each "Capo di Turno" should be made responsible for five or six positions and should receive all tickets proper to the circuits on her positions. The Capo di Turno should decide the order of priority of the tickets and pass (say) five tickets to each telephonist. As the telephonist completes her tickets the Capo di Turno should pass more tickets to the telephonist, making sure that each telephonist has approximately five uncompleted tickets on hand. This method should help the telephonists to maintain a good load without having their attention distracted from their circuits.

7. If paragraph 6 is adopted the problem of "transit" calls can become easier. For example, on a call from Napoli to Milano the ticket at Roma is passed to the "Milano" position. This telephonist knows approximately when a Milano circuit will become liberated and, therefore asks the "Napoli" position telephonist for a circuit to Napoli for a "transit" call, quoting the "prenotazione" time of the ticket. If the "Napoli" telephonist has no ticket with an earlier "prenotazione" time, she will allocate the first "Napoli" circuit to become liberated and should advise the "Milano" telephonist accordingly. On receipt of the advice that she will have the first Napoli circuit, the "Milano" telephonist will proceed to call the "Milano" subscriber in anticipation and hold him while she calls Napoli. With this method of completing transit calls, the control of the call is at the "transit" exchange - Roma - and therefore it will be necessary to have "transit" tickets which have been completed, posted to the exchange from which the call has originated. It is, of course, not possible to use this method of control at the "transit" exchange for calls originating from public call offices, where the originating exchange must collect the trunk fee prior to the connection of the call.

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Liaison Officer A.C.
Office of the Signal Officer R.A.

1 Feb. 1946

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