<table>
<thead>
<tr>
<th></th>
<th>Action Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Continue improving the CERN Hostel booking procedure and to establish a</td>
<td>Should be done January 2013. Priority projects to be managed by GS-AIS</td>
</tr>
<tr>
<td></td>
<td>long-term waiting list</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Circuit 4 - Add a new shuttle stop in front of the Hotel</td>
<td>Works just started – Create shuttle stops in safe conditions and review pedestrian and bicycle paths in this area.</td>
</tr>
</tbody>
</table>
1. **5 new rooms** shall be ready by the end of the year to replace the offices in 1rst floor in B39;
2. **Prepaid telephone cards** are available since early August;
3. **Online web booking**
   - development of the long term waiting list and the possibility to modify: implementation foreseen January 2013
   - Legends on web booking have been modified;
4. **Reminder** given to the reception to always offer an external solution when the hotel is full;

Dear Sir,

Unfortunately, the Cern (buildings 38, 39, and 41) and Saint Genis hotels are already fully booked for the requested period.

But we remain at your disposal to help you in finding an accommodation solution outside CERN.

You will find here below the list of hotels for which CERN has negotiated special rates

[https://espace.cern.ch/hostel-service/lists/Hotels/AllItems.aspx](https://espace.cern.ch/hostel-service/lists/Hotels/AllItems.aspx) if one of them could be of any interest for you do not hesitate to contact the CERN hotel reception to organize your reservation.

Best Regards,
CERN Hotel- Occupancy rates evolution (Excluding St Genis Foyer)


<table>
<thead>
<tr>
<th>Months</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupancy rate</td>
<td>72.5%</td>
<td>73.5%</td>
<td>76%</td>
<td>74%</td>
<td>78.5%</td>
<td>74.6%</td>
<td>77%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Occupancy Rates

<table>
<thead>
<tr>
<th>Year</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source</td>
<td>(Source Betisoft)</td>
<td>(Source Fidelio as from July 2009)</td>
<td>(Source Fidelio)</td>
<td>(Source Fidelio)</td>
<td>(Source Fidelio)</td>
</tr>
<tr>
<td>2008</td>
<td>72.5%</td>
<td>73.5%</td>
<td>76%</td>
<td>74%</td>
<td>78.5%</td>
</tr>
<tr>
<td>2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>74.6%</td>
</tr>
<tr>
<td>2010</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>77%</td>
</tr>
<tr>
<td>2011</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Notes:

(1) Actual Jan-mid Aug. 2012 average occupancy rate
(2) Actual Jan-mid Aug. 2011 average occupancy rate
(3) January – December forecasted 2012 average occupancy rate
CERN Hotel Occupancy rates evolution (Excluding St Genis Foyer)

What is going to be the occupancy rate during LS1 - period 2013 - 2014?

CERN Hotel Occupancy rates already registered for the coming months:

<table>
<thead>
<tr>
<th>Weeks</th>
<th>Bld. 38</th>
<th>Bld. 39</th>
<th>Bld. 41</th>
<th>Bld. 38</th>
<th>Bld. 39</th>
<th>Bld. 41</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
<td>87.38%</td>
<td>95.34%</td>
<td>86.73%</td>
<td>85.53%</td>
<td>85.71%</td>
<td>79.15%</td>
</tr>
<tr>
<td>25</td>
<td>85.96%</td>
<td>95.17%</td>
<td>92.65%</td>
<td>79.81%</td>
<td>88.05%</td>
<td>88.63%</td>
</tr>
<tr>
<td>26</td>
<td>92.71%</td>
<td>93.10%</td>
<td>94.08%</td>
<td>90.16%</td>
<td>89.29%</td>
<td>88.63%</td>
</tr>
<tr>
<td>27</td>
<td>91.02%</td>
<td>85.34%</td>
<td>80.00%</td>
<td>90.48%</td>
<td>82.02%</td>
<td>76.68%</td>
</tr>
<tr>
<td>28</td>
<td>96.98%</td>
<td>97.59%</td>
<td>89.39%</td>
<td>96.89%</td>
<td>95.32%</td>
<td>87.03%</td>
</tr>
<tr>
<td>29</td>
<td>98.40%</td>
<td>96.72%</td>
<td>88.16%</td>
<td>97.33%</td>
<td>90.52%</td>
<td>82.80%</td>
</tr>
<tr>
<td>30</td>
<td>96.53%</td>
<td>95.52%</td>
<td>92.65%</td>
<td>95.05%</td>
<td>93.23%</td>
<td>85.28%</td>
</tr>
<tr>
<td>31</td>
<td>97.33%</td>
<td>96.84%</td>
<td>93.20%</td>
<td>97.16%</td>
<td>93.97%</td>
<td>89.18%</td>
</tr>
<tr>
<td>32</td>
<td>96.80%</td>
<td>92.41%</td>
<td>94.29%</td>
<td>94.29%</td>
<td>87.93%</td>
<td>90.09%</td>
</tr>
<tr>
<td>33</td>
<td>94.76%</td>
<td>94.83%</td>
<td>72.04%</td>
<td>92.00%</td>
<td>87.68%</td>
<td>73.03%</td>
</tr>
</tbody>
</table>

Occupancy Rate in %

<table>
<thead>
<tr>
<th>2012</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>91.00</td>
<td>90.00</td>
<td>83.00</td>
<td>55.00</td>
<td>14.0</td>
</tr>
</tbody>
</table>
## Saint Genis Foyer

### Occupancy rates evolution and improvements

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupancy Rates</td>
<td>68.10%</td>
<td>67.35%</td>
<td>74.96%</td>
<td>79.47%</td>
<td>81.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(1)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>79.6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(2)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>68%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(3)</td>
</tr>
</tbody>
</table>

(1) Actual Jan-Mid August 2012 average occupancy rate
(2) Actual Jan-Mid August 2011 average occupancy rate
(3) January – December forecasted 2012 average occupancy rate

The announced 70 additional rooms are now available.

What is going to be the occupancy rate during LS1 - period 2013 - 2014?
Dear all,

CERN is taking a new look at its general housing service to ensure that it corresponds to the present and future needs and expectations of the CERN User community using an opinion survey.

This survey, which should take you only a few minutes to complete at the following URL: https://www.surveymonkey.com/s/CERN_Hotel_survey, intends to:

1. Take a picture of how the current service is seen by its users – its strengths and weaknesses;
2. Define how tomorrow's service should look, with input from the CERN User community about today’s and if possible, tomorrow’s housing needs.

The survey will help the general housing services to:

1. evaluate the present level of service offered at the CERN hotel and how it compares to the Saint Genis Hostel as well as external hotels and residencies;
2. understand the most important criteria for Users in terms of accommodation and propose adequate solutions – price, comfort of rooms, mobility, being on CERN site;
3. refurbish Building 38 while taking into account criteria expressed by the Users;
4. manage the evolution of the CERN housing policy and set the level of service offered in line with the future requirements of the Organisation and the needs of its User community.

The analysis of the replies received will enable the general housing service of CERN to define a strategy and an action plan.

Your feedback is essential to create the CERN general housing service of tomorrow and successfully address your accommodation needs.

Please let us have your opinions!
Accommodation Questionnaire
Results: 1346 answers

In which country is your institution based? (university, laboratory, school etc.)

1346 people answered the survey:
- Germany: 1200 answers
- USA: 100 answers
- Italy: 12 answers

1% = 13 answers

In terms of accommodation, which of the following options do you prefer? (1 answer possible)

- Room on CERN site at the Hotel: 91%
- St-Germain hostel (Foyer Schumacher): 4%
- External hotel with negotiated price: 3%
- External hotel residency: 1%
- Other: 1%

91%
Accommodation Questionnaire
Results

Please explain why you have chosen a room on CERN site at the hotel: (max 3 answers possible)

Better value for money (price/service ratio) 25.3%
To benefit from informal gatherings that take place 16.5%
Mobility (shuttle service available) 10.0%
Availability of public transport (bus) 8.4%
Proximity to main place 14.7%
General uploac at CERN Hotel better than St-Genis Hotel 11.6%
General state of building better than St-Genis Hotel 15.5%
Other (please indicate) 5.5%

Please explain why you have chosen a room at St-Genis hostel (Foyer Schumman): (max 3 answers possible)

Possibility to stop for less than 2 months 77.6%
Lack of rooms available at CERN Hotel 22.4%
Better value for money than CERN (price/service ratio) 46.8%
Proximity to 'Planes' (supermarkets) 16.5%
Proximity to 'Planes' (supermarkets) 24.1%
Frequency and ease of use of CERN shuttles 20.7%
Other (please indicate) 10%
Accommodation Questionnaire Results

Were you actually able to book a room on CERN site at the hotel last time you came (was there enough room)?

- Accompanied: 11%
- Alone: 47%
- As part of a group: 4%
- Yes: 86%
- No: 14%

Time of stay (generally)

- Less than 3 days: 13%
- More than 3 days: 47%
- More than 1 week: 29%
- More than 1 month: 7%
- More than 2 months: 4%
- Less than 3 days: 13%
- More than 3 months: 4%

Means of transport to and from CERN

- CERN Shuttle: 25%
- Tram: 55%
- Taxi: 3%
- Rental car: 8%
- Other: 9%
Accommodation Questionnaire Results

1. Proximity (Accommodation on CERN site)
2. Comfort
3. Price
Accommodation Questionnaire
Results

What is your first room configuration choice when you have to book a room on CERN site? (1 answer possible)

<table>
<thead>
<tr>
<th>Room Configuration</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared room with shared facilities on same floor (CHF 14.-)</td>
<td>3.4</td>
</tr>
<tr>
<td>Single room with washbasin (shared W.C. + shared shower) (CHF 48.-)</td>
<td>17.3</td>
</tr>
<tr>
<td>Single room with washbasin + W.C. (shared shower) (CHF 58.-)</td>
<td>5.6</td>
</tr>
<tr>
<td>Single room with private facilities (CHF 64.-)</td>
<td>64.2</td>
</tr>
<tr>
<td>Double room with private facilities (1 person) (CHF 77.-)</td>
<td>1.3</td>
</tr>
<tr>
<td>Double room with private facilities (2 persons) (CHF 64.-)</td>
<td>2.2</td>
</tr>
<tr>
<td>St-Genis Hostel</td>
<td>3.3</td>
</tr>
<tr>
<td>Private accommodation</td>
<td>1.1</td>
</tr>
<tr>
<td>External hotel with negotiated price</td>
<td>1.0</td>
</tr>
<tr>
<td>External hotel residency</td>
<td>.5</td>
</tr>
</tbody>
</table>
Accommodation Questionnaire

Results

Would you be interested in having, on the www booking:

- An online waiting list: 78.5%
- The possibility to modify your reservation: 76.4%
- An "alternative availability dates" feature: 37.6%
- Other (please indicate): 3.9%

Under the “other” option, a recurrent answer was the **possibility to up/down-grade to the preferred room-type** when rooms of that type become available, or the possibility to book a certain period **with a room change in the middle** increasing therefore the availability of accommodation. Mainly the users expressed their preference for a more flexible system.
Accommodation Questionnaire
User satisfaction in terms of services

The Kitchens
- Very satisfied: 6%
- Satisfied: 25%
- Without opinion: 56%
- Dissatisfied: 18%

Public laundrette
- Very satisfied: 6%
- Without opinion: 55%
- Dissatisfied: 19%
- Very dissatisfied: 4%

TV / Reading areas
- Very satisfied: 2%
- Satisfied: 7%
- Without opinion: 71%
- Dissatisfied: 8%

The Bedding
- Without opinion: 3%
- Satisfied: 31%
- Dissatisfied: 13%

Cleaning service
- Without opinion: 11%
- Very dissatisfied: 1%
- Dissatisfied: 8%

The quietness
- Very satisfied: 24%
- Satisfied: 28%
- Dissatisfied: 13%
- Without opinion: 5%
Out of the following additional services / facilities on CERN site which ones would you pay an extra fee for:

- Sports / fitness facility: 62.0%
- Hairdresser: 7.7%
- Shopping delivery service: 21.4%
- TV in each room (pay-per-view): 14.4%
- Extended laundry service (ironing included): 17.6%
- Other (please indicate): 12.8%
Accommodation Questionnaire
Conclusions

1. More than 90% of the respondents prefer to stay on CERN site;

2. Preferred room configuration: a single room with private facilities;

3. 3 criteria:
   a. first criteria : stay on CERN site;
   b. 2nd criteria: the comfort of the room;
   c. 3\textsuperscript{rd} criteria: the price;

4. Web booking tool needs 2 improvements:
   1. A long-term waiting list;
   2. Permit some booking modifications;

5. The CERN Hotel service is highly appreciated;

6. 62% of the users would be willing to pay an extra fee for a fitness facility.
On the period January – mid-August 2012
a. 55 608 passengers transported on regular shuttles;
b. 12 622 visitors;
c. 1 128 VIP for a total of 69 358 passengers.

Estimated number of persons transported in 2012: 105’000; i.e. an increase of 13% compared to 2011.

2012 Average Occupancy rates in %

<table>
<thead>
<tr>
<th>Shifts</th>
<th>January – August</th>
<th>May - August</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>19.6</td>
<td>24.0</td>
</tr>
<tr>
<td>2</td>
<td>65.4</td>
<td>74.7</td>
</tr>
<tr>
<td>GVA</td>
<td>33.6</td>
<td>33.4</td>
</tr>
<tr>
<td>Shifts</td>
<td>93.6</td>
<td>134.0</td>
</tr>
<tr>
<td>6</td>
<td>36.9</td>
<td>37.3</td>
</tr>
</tbody>
</table>

Circuit No. 1: reduced service as from July 2012

Circuit 1
Meyrin

Monday – Friday (except CERN official holidays)
Lundi – vendredi (except jours des congrès officiels CERN)
Since the 6th of August a new bicycle entry has been opened on the Prévessin site. Up to now around 25 entries and exit per day.
GS department is working on a new bicycle entry on the Prevesin site. Expected opening date: 1st October 2012.
Depending on the Customs prior approval, GS department is working on a new bicycle entry on the Meyrin site.
Snack service improvements

As announced in the previous ACCU meeting:
A new outlet is now operational between building 33 and Gate B

An additional one will be operational in Point 5 starting from October

New pasta corner in the hotel
Snack service improvements

A new payment system is tested in the cafeteria B.13 where you can pay with your master and visa card but also with your GSM.

Refurbishment of the cafeteria in Building 40 planned in October 2012.
I. What already exists:

A. A regular control of CERN parking areas is done by the security agents:
   1. 50 vehicles scrapped in 2011; Already 30 by the end of August 2012;
   2. 30 emails / month sent to people badly parked;
   3. Reminder of the rules for the use of parking areas: 5/day;
   4. Reminder of the rule stipulating that cars cannot be parked more than 5 days on CERN parking areas: 10/month;
   5. Cars badly parked provoking a road safety risk: stickers are attached on car windows.

II. What next:

A. A communication campaign to remind the parking rules;
B. A reinforced control of the security agents.
Many thanks for your attention

Q&A and Discussion