GS Service Status
110th ACCU Meeting

www.cern.ch

Tuesday, 8 December 2015
Agenda

- **Service Report**
  (Performance, Availability, Customer Satisfaction, Complaints, Feedback, Suggestions)
- **Service Update**
  - CAR pool merge & mobility center
  - GAS bottle return (contract change)
  - Bicycle path Prevessin and Prevessin Cycle Entrance
  - Place des Particules
  - Globe Renovation
  - Gate A refurbishment
  - Hotel management contract change
- **Miscellaneous**
  - Restricted access during annual end of year closure
  - Questions from delegates
200’000 requests in incidents treated with human caller so far in 2015.
New simpler feedback system

- Allows the user to give feedback much easier on how the issue was handled
- Click the icon in the list or the feedback button in the ticket; select your smiley and give your comments
- Feedback transmitted to supporters and service managers
- «Dissatisfied» feedback followed-up on a weekly basis by the Service Management team
- 759 tickets’ feedback created during the last 3 months, out of which 189 for the Service Desk (93% Satisfied)
Feedback

- One click from notification
- xx% increase in feedback
- More feedback helps continuous improvement process

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Dear Emeline Weymaere,
Your ticket RQF0529406 has been resolved.

Comments:

Hello Emeline,

Please find attached both reports. Let me know if you need more information.

Best regards,
Griselda

We hope that we have been able to respond satisfactorily to your request.
If this is not the case or should you require any further assistance, please inform us within five working days, either by updating this ticket or by replying to this e-mail. After such time, it will be necessary for you to create a new ticket.

Are you happy with the way that your ticket has been resolved?
(Click on one of the smileys)

Kind Regards, CERN Service Desk

Attachments:
- Cern_dechets_extraction.xlsx
- Roles_dechets_extraction.xlsx

Ref: MSG6780534
Still “unknown”, the ‘boite de suggestions’ was proposed in the last ACCU meeting.

We invite/encourage you to use it.
Building 124 will no longer be in operation
Mobility center – Parking Globe

Opening hours: 08h00-12h00 -13h00-17h00 (From Mondays to Fridays)

• CERN bikes
  • Rental formalities for the users (pick-up and return)
  • Inventory, état des lieux with the users
  • Invoicing
  • Safety equipment delivery
  • Bike sharing cards distribution

• CERN cars
  • Rental formalities for the users (pick-up and return)
  • Inventory, état des lieux with the users
  • Invoicing follow-up (rentals and repairs)
  • Administrative follow-up of incidents, accidents and maintenance planning

• CERN Car sharing
  • Clients information and help
  • Cards distribution
Opening hours: 08h00-12h00 - 13h00-17h00 (From Mondays to Fridays)

- CERN bikes
  - Repairs and maintenance during the rental
  - Bike sharing maintenance
- CERN cars
  - Small maintenance during the rental (oil, windshield washing product, wipers, bulbs and fuses, etc.)
- CERN car sharing
  - Battery charging and replacement
  - Cleaning
  - Refuelling
- Car rentals (SIXT/Hertz) (on start-up; this may evolve)
  - Pick-up and return

Outside working hours: usual procedure
- **Collection of keys**: Fire Brigade (B. 65)
- **Return** on weekdays after 5:00 p.m.: drop the keys in the mailbox of B.130
- On Fridays after 5:00 p.m. and on weekends: Fire Brigade (B.65)
- Inventory with the users
Mobility Centre

CERN bikes

CERN cars

CERN car sharing (No changes)

Garage (B 130)

On startup: Car rentals (Sixt/Hertz) – Pick up and return

Maintenance & repairs

Pick & Return

Users
Process: Request for Car

1. Request & Authorization (EDH)
   - User fills in an EDH document
     - Requested dates
     - Budget code
     - Logo/no logo car?
     - Car type
     - Estimated pickup time
     - List of potential drivers (may be empty)
     - Comments
   - Check if a car is available for the given dates
   - Check that drivers have the “V” authorization (refuse if the don’t) and the ID badge
   - Authorization by the budget holder
   - Pre-reservation of the car in the Scheduling tool
   - “Confirmed” reservation in the Scheduling tool
   - E-Mail to the requestor
   - 1 day before retrieval
   - Reminder to the requestor and the procedure to follow

2. Pick-up (Scheduling Tool + Car Sharing Desk)
   - The designated driver(s) comes to the Car Sharing Desk
   - The Desk Employee double-checks the driving license and the “V” authorization
   - The Desk Employee makes the definitive assignment of the car by either approving the reservation or by shuffling the reservation in the calendar using a drag-and-drop interface.
   - The Desk Employee and the Driver verify the state of the car and sign the contract.
   - Reservation details are sent to the CERN logistics system (BAAN)
   - Users can use the EDH document at any time to request prolongation of the car renting (subject to car availability, requires an approval of the budget holder) and to update the list of potential drivers (each driver must complete the Car Driving Authorisation in EDH and request the ID badge from the secretariat.)
Car pool management tools
Car pool management tools
Crossing Entrance - Prévessin

Solution retenue – carrefour à feux

- Etudes de trafic – faisabilité option : jan.-déc 2015
- Consultation : avril-juin 2016
- Exécution des travaux : 2ème semestre 2016

Budget : env. 700 K€
Financement :
- 40% CD01-DDR
- 60% CERN
Bicycle path Prévessin

Dimensions
• Longueur: 2480 m
  - zone sèche: 2480 m
  - zone humide: 0 m
• Largeur: 3.00 m

Maître d’Ouvrage :
Commune de Prévessin

Financement :

- Etudes de projet : janv.-juil. 2015
- Appel d’offres : juil.-oct. 2015
- Démarrage des travaux - première pierre : 18 dec. 2015
- Exécution des travaux : 1er semestre 2016
Market Survey WP2 launched
Invitation to Tender to be launched in January 2016
Meeting with Geneva Authorities in March 2016 to decide implementation
Esplanade des particules (sect. ouest)

WP1 – Etat GE

WP2 – CERN
GAS contract change Update

- Contract changed 31st of March.
- **Bottles** had to be returned to the supplier by the **end of September**
- **June situation:**
  - 504 bottles or frames purchased with a **team account** still on CERN site for a total valuation of **387,022 CHF**
- **August situation:**
  - 403 bottles or frames purchased with a **team account** still on CERN site for a total valuation of **280,660 CHF**
- **November situation:**
  - 272 bottles or frames purchased with a **team account** still on CERN site for a total valuation of **177,960 CHF**
- The recall campaign is still in progress.
- The 17 racks contributing for 60% of the value are identified in the system….
- Negotiations with the company are still on-going, but as announced in the last meetings, charges apply as of the 1st of September.
- Please report any “suspicious” bottles or racks to CERN Stores (click here).

### GAS contract change Update

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- June situation:
  - 504 bottles or frames purchased with a team account still on CERN site for a total valuation of 387,022 CHF
- August situation:
  - 403 bottles or frames purchased with a team account still on CERN site for a total valuation of 280,660 CHF
- A recall campaign is in progress.
- Negotiations with the company are also in progress to clarify circumstances and to explore solutions.

The deadline of end September is approaching, and we would really urge users to return their bottles whenever possible to prevent charges.

<table>
<thead>
<tr>
<th>Count</th>
<th>Valuation</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Racks</td>
<td>17</td>
<td>106,607</td>
</tr>
<tr>
<td>Bottles</td>
<td>255</td>
<td>71,353</td>
</tr>
<tr>
<td>Grand Total</td>
<td>272</td>
<td>177,960</td>
</tr>
</tbody>
</table>
GAS contract change reminder

- Contractual rental fees:
  - Daily rental fee is 0.40 CHF for a bottle and 4.80 CHF for a frame
  - Monthly billing will be done at a rate of 12CHF and 144CHF for bottles and frames respectively
  - These are fixed rates until final return of the containers to Carbagas.
- Bottles or frames can also be purchased if necessary see prices below:

<table>
<thead>
<tr>
<th>Type emballage (FR)</th>
<th>Container type (EN)</th>
<th>CHF/Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bouteille 1L, 3.8L, 4L, 5L</td>
<td>Bottle 1L, 3.8L, 4L, 5L</td>
<td>85</td>
</tr>
<tr>
<td>Bouteille 10L, 13.4L</td>
<td>Bottle 10L, 13.4L</td>
<td>174</td>
</tr>
<tr>
<td>Bouteille 30L</td>
<td>Bottle 30L</td>
<td>280</td>
</tr>
<tr>
<td>Bouteille 33L</td>
<td>Bottle 33L</td>
<td>450</td>
</tr>
<tr>
<td>Bouteille 40L - Acier</td>
<td>Bottle 40L - Acier</td>
<td>342</td>
</tr>
<tr>
<td>Bouteille 40L - Aluminium</td>
<td>Bottle 40L - Aluminium</td>
<td>850</td>
</tr>
<tr>
<td>Bouteille 50L</td>
<td>Bottle 50L</td>
<td>342</td>
</tr>
<tr>
<td>Cadre 12*50L</td>
<td>Bank 12*50L</td>
<td>6271</td>
</tr>
<tr>
<td>Bouteille acétylène 10L</td>
<td>Bottle acetylene 10L</td>
<td>248</td>
</tr>
<tr>
<td>Bouteille acétylène 50L</td>
<td>Bottle acetylene 50L</td>
<td>628</td>
</tr>
<tr>
<td>Cadre 12*50 acétylène</td>
<td>Bank 12*50 acetylene</td>
<td>7542</td>
</tr>
<tr>
<td>Bouteille soudée (fréon, propane, etc..)</td>
<td>Welded bottle (freon, propane, etc..)</td>
<td>160</td>
</tr>
</tbody>
</table>
Project Update

• Status on the Globe project:
  • All 18 arches have now been replaced.
  • The jack up system will be removed before Xmas break
  • Sun blinds are currently being renovated in the workshop and will be reinstalled as of February
  • Work to be completed by April 1\textsuperscript{st} if everything goes fine

• Car park and Entrance A
  • Work executed according to initial schedule
  • No major issue during execution
  • User safety in the area has increased significantly
    • Wide footpath all the way from entrance A to Main building
    • Outdoor lighting on the car park and along the footpath
    • Pedestrian crossing and safe walking space on the parking area
New contractor takes over as of 1/1/2016
New contactors staff is being trained as we speak.
Preparation for handover in progress.
Service level and risk will be extra closely monitored during the transition period.
Comments and requests from delegates

- Car pool, how are limited resources managed, are there plans to increase the number of cars?
  
  Partially addressed during mobility center topic, a priori no plans to increase number of cars, tools to manage the fleet are being improved; mobility is a vast subject for 2016.

- Car sharing, request for more flexibility (4 hours limit, last minute extensions, etc.)
  
  The service is outsourced, and the booking application is not under our control; we will however see what is feasible and keep you posted.

- Wifi building 40 and mobile operators (for IT)

- Baskets for bikes
  
  No baskets on all CERN bicycles (storage space problems).
  More (removable) baskets will be available on demand (initially 20).
  This service will be available as of February 2016.
Miscellaneous

- Restricted access to CERN during end of year shutdown
  - Access to the CERN sites limited to essential personnel only.
  - Access is only granted after a **special EDH request has been approved**.
  - Existing IMPACT activities, etc. will not be sufficient.
  - Procedure will be documented on CERN service portal.
  - Unplanned access can be granted during end of year break on case by case basis by departmental responsible.

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**Christmas break access control**

CERN will be closed from Saturday 19 December to Sunday 3 January inclusive with access to the CERN sites limited to essential personnel only. All on-site services, including the bank, will be closed over this period.

Should you require access for any reason, you must request access. You may use the Access Request Document in EDH.

**Line Item Editor**

- **Access Site**: All
- **Access Building**: All
- **Access Zone**: XMAS2015 Xmas Break 2015
- **Start Date**: ?
- **End Date**: ?
- **Justification**: Justification...

You are not required to enter a Start Date or End Date (they will be completed automatically).

Don’t forget to send the request – which will be approved by your supervisor.

Should anything unforeseen happen over the end of year break requiring you to access the CERN sites, you must contact your department responsible listed here:

<table>
<thead>
<tr>
<th>Department</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>BE</td>
<td>Paul Collier: until 30th December&lt;br&gt;Mike Lamont: from 30th December</td>
</tr>
<tr>
<td>DS</td>
<td>Fabiola Gianotti</td>
</tr>
<tr>
<td>DSS</td>
<td>Ralf Trant</td>
</tr>
</tbody>
</table>
Many thanks for your attention!
And for your suggestions!!!