SMB Service Status
111th ACCU Meeting

Tuesday, 8 March 2016
Agenda

• Service Report
  (Performance, Availability, Customer Satisfaction, Complaints, Feedback, Suggestions)

• Service Update
  • CAR pool merge & mobility center
  • Hotel management contract change
  • Globe Renovation
  • Bicycle path Prevessin
  • GAS bottle return (contract change)

• Miscellaneous
  • Questions from delegates
Service Report

212,000 tickets with human caller in 2015.
Already 48,000 in first 2 months of 2016 ( + 30% )
First results of simplified Feedback

8 times more feedback collected with the new system.

Already 3400 feedbacks in 2016

~97 % Satisfied or Very Satisfied
Mobility center live – Parking Globe

• According plan 29th of February
• Single point of contact for collecting and returning cars and bicycles (and much more).
  • Car pool (short and long term, logo and non logo cars)
  • Car rental (SIXT)
  • Bikes
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)
  • Administrative follow-up invoicing
  • Safety equipment and baskets
  • Bike sharing cards distribution

• CERN cars
  • Rental formalities for the users (pick-up and return)
  • Administrative follow-up of rentals, invoicing, incidents and accidents
  • Short term rental cars have their fixed marked place on the parking

• CERN car sharing
  • Client information and help
  • Cards distribution

• Car rental (SIXT)
  • Rental formalities for the users (pick-up and return)

• Collection and return of cars possible outside working hours using safety deposit box system for SIXT and key management system for collection and return of CERN cars (with CERN access card).
Opening hours : 08h00-12h00 - 13h00-17h00 (From Mondays to Fridays)

- CERN bikes
  - Repairs and maintenance during the rental
  - Bike sharing maintenance
- CERN cars (incl car sharing)
  - Small maintenance during the rental (oil, windshield washing product, wipers, bulbs and fuses, etc.)
  - Battery charging and replacement
  - Cleaning
  - Refuelling
  - Back office for administrative actions and maintenance planning
New management applications

- New app for short term rental developed by AIS will go live shortly (in a couple of weeks).

- Benefits
  - Improved resource management
  - EDH based requests

- ATTENTION: the new app requires the drivers to be in possession of a “token”.
  
  Distribution of tokens is the responsibility of the departments. CERN management has decided that all drivers of CERN cars need such a token to (among many reasons) assure compliance with OC-4.
Hotel contract change

- On 1/1/2016 a new contractor took over the responsibility to operate the CERN Hotels.
- As expected we have seen some ‘teething’ problems, but after 2 months we can say the transition was relatively smooth (in particular in view of the circumstances).
- The change of contract also meant a stricter application of the rules (no changes in rules).
- After investigation reported issues were in large majority not directly related to the new contractor (but to software hiccups, stronger enforcement of the rules, and some communication problems).
- We have been and are still working hard on documenting and improving the processes and the tools.
- We continue to monitor the situation closely.
- A service review meeting will take place before summer where we will do a post mortem of the changes.
Globe renovation

- Pretty much on schedule; should be ready early April
- New configuration of the traffic lights crossing – CERN Traffic capacity designed for the next 30 years
- **Bike crossing on surface with dedicated light phase**
- Protocoled between Ain Department and CERN in progress to finalise (CERN contribution – land session)
- Call for tender in preparation by the CD01-DDR
- Work execution planned between summer 2016 and beginning 2017
Bicycle path Prevessin

Dimensions
• Longueur: 2480 m
• Largeur: 3.00 m (bidirectionnelle)
Livraison des travaux : été 2016
• Negotiations with the company are very close to being finalized.
• We have not yet charged any rental (included).
• Discussions on how to (re)cover the settlement fee are ongoing.

Please report any “suspicious” bottles or racks to CERN Stores (click here).
Miscellaneous

- Enforced security at the entrances of the CERN sites:
  - Following recommendations of our host state authorities the enforced security at the CERN entrances will remain in place at least for another three months (until the end of May).
  - The situation is being reviewed regularly.
- Other requests and suggestions are being followed up on
  - Indication of vegetarian dishes.
  - Additional beer spigots, etc…

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02-03-2016 09:51:53 - Jean-Luc Alain Gregoire
Sur le restaurant 1, des affichettes "salade végétarienne" sont déjà en place. Cela sera identiques sur le resto 2 dans les jours à venir.
Cordialement

02-03-2016 09:18:32 - Dragoslav-Laza Lazic
Mark clearly vegetarian and non-vegetarian dishes at the self-service buffet
Many thanks for your attention!