Agenda

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

• Service Update
  • Cars & Bikes
  • Hotel

• Project Update
  • Bicycle Path Prevesin, etc.…

• Miscellaneous
  • Questions from delegates
Service Report

212’000 tickets with human caller in 2015. Compared with 2015 we are at +30% (42% if comparing just for May)
6 Months of ‘new’ Feedback

9 times more feedback with the new system.
9162 feedbacks in 6 months
~97 % Satisfied or Very Satisfied
Follow up of negative feedback
Feedback is important to us

- Feedback also helps us to effectively monitor the quality of the services under our responsibility.
  - E.g. Cleaning, it's difficult for us to check the over 300’000 m² of surface that is regularly cleaned by our contractors; with your help we can perform more targeted quality checks and together we can improve the service.

**Cleaning Service**

This service provides activities and works associated with cleaning and maintenance of CERN facilities and buildings both on a regular basis and on request (e.g. for special events).

If you are interested to know exactly what is included in the 'package' please consult the relevant link below under 'additional information'. You can also find the cleaning schedules by location. If after having consulted what the service normally covers, you consider the quality to be sub standard, we invite you to report this using the incident form, or by calling the service desk.

**Actions**

- Report issue

  - Report malfunctioning sanitary supplies or sanitary supplies shortage
  - Report unpleasant smell

**Service limitations:**

- Excluding the non public areas of the restaurants (kitchens, technical areas, food storage, lockers and toilets for restaurant personnel).
- Excluding the hotel facilities

**Additional information:**

- Cleaning Service Description
- What is included in 'the package'
- Planning of regular cleaning (by location)
- Additional cleaning activities
- Site clean-up

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CERN
Mobility center live – Parking Globe

- It works!!!
- Ready for the bike summer rush (277 bikes ready to go & 150 new rentals last 30 days. We’ll review our ‘bike capacity’ after the summer)
Mobility... changes

- Shortly 2 mobility cars will be available from the globe car park (for “private” use)
- Slight corrections to the shuttle circuit 2 timetable
  - To fit with reality as shuttles are delayed 5 to 10 mins since passing through gate A has become impossible.
  - Suppress some little used stops (to reduce delays), and add a stop at the training centre (B6959).
  - Opportunity to improve alignment with tram arrival/departure.

- Mobility Coordinator
Today 17 logo cars are rented on ‘team codes’
New management applications

- New app for short term rental developed by AIS after some delay planned for July

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.

- 440 Tokens have been distributed over the last months to the user community by EP (1200 tokens have been distributed cern wide).
Hotel capacity during the summer

Occupancy rates including waiting list (CERN hotel + St Genis)

<table>
<thead>
<tr>
<th>Month</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>June</td>
<td>90%</td>
</tr>
<tr>
<td>July</td>
<td>108%</td>
</tr>
<tr>
<td>August</td>
<td>85%</td>
</tr>
<tr>
<td>September</td>
<td>57%</td>
</tr>
<tr>
<td>October</td>
<td>44%</td>
</tr>
<tr>
<td>November</td>
<td>40%</td>
</tr>
<tr>
<td>December</td>
<td>37%</td>
</tr>
</tbody>
</table>

### Capacity Assignment up to 25 May 2016

<table>
<thead>
<tr>
<th>Year</th>
<th>Meyrin</th>
<th>St-Genis</th>
<th>Grand Total</th>
<th>Users</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>339</td>
<td></td>
<td>339</td>
<td>237</td>
<td>102</td>
</tr>
<tr>
<td>2011</td>
<td>319</td>
<td></td>
<td>319</td>
<td>257</td>
<td>62</td>
</tr>
<tr>
<td>2012</td>
<td>357</td>
<td></td>
<td>357</td>
<td>289</td>
<td>68</td>
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<tr>
<td>2013</td>
<td>350</td>
<td></td>
<td>350</td>
<td>296</td>
<td>54</td>
</tr>
<tr>
<td>2014</td>
<td>259</td>
<td></td>
<td>259</td>
<td>307</td>
<td>52</td>
</tr>
<tr>
<td>2015</td>
<td>361</td>
<td></td>
<td>361</td>
<td>292</td>
<td>69</td>
</tr>
<tr>
<td>2016</td>
<td>372</td>
<td></td>
<td>372</td>
<td>281</td>
<td>91</td>
</tr>
</tbody>
</table>

### Room types

<table>
<thead>
<tr>
<th>Room types</th>
<th>Meyrin</th>
<th>St-Genis</th>
<th>Grand Total</th>
<th>attributed to students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared twin room with bathroom</td>
<td>16</td>
<td></td>
<td>16</td>
<td>14%</td>
</tr>
<tr>
<td>Shared twin room with washbasin</td>
<td>52</td>
<td></td>
<td>52</td>
<td>100%</td>
</tr>
<tr>
<td>Single with shower</td>
<td>27</td>
<td>20</td>
<td>47</td>
<td>17%</td>
</tr>
<tr>
<td>Single with washbasin and toilet</td>
<td>26</td>
<td></td>
<td>26</td>
<td>87%</td>
</tr>
<tr>
<td>Single with washbasin</td>
<td>56</td>
<td>84</td>
<td>140</td>
<td>74%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>177</strong></td>
<td><strong>104</strong></td>
<td><strong>281</strong></td>
<td><strong>43%</strong></td>
</tr>
</tbody>
</table>
Group Cancellation/Modification Policy

For discussion at service review meeting (end June)

Individuals bookings (no change)
- One night due in case of “no show”, late modification or early departure

Group bookings (> 9 people)
- New cancellation/modification policy based on:
  - Group size
  - Number of nights initially booked
  - Number of nights cancelled
  - How long in advance the change is requested
  (Applicable cancellation/modification policy for a given group announced at booking time)

AIM: optimise capacity and resource usage
not making money
Projects

- Globe renovation; on schedule finished in April
- Bicycle path Prévessin, delivery foreseen no later than the 15/9/2016.
- Esplanade des particules, awaiting discussion Swiss authorities. If green light, the works for the WP1 could start in September 2016. Duration: 18 months.
- Extension of the Tramway to St Genis; no news.
- Bicycle path between the border and the Europe roundabout. Early thoughts on the French side for a provisional bicycle path on the north part of the road.
Settlement with company agreed.

Charges supported centrally  (The part of this settlement for teams was ~ 54k CHF).

No planned recharging at this point.

Gas containers are not CERN property, neither the property of groups purchasing gas from the stores, they need to be returned!
Security and site access

- 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 until the end of July.

- Turnstiles at entrance B for pedestrians
  - Shortly 4 turnstiles will be installed at entrance B (two on either side).
  - Equipped with card readers to check validity of badges.
  - This will result in savings and improved access control.
  - Provisions are foreseen for people with reduced mobility and group access.
Many thanks for your attention!