SMB Service Status
118th ACCU Meeting

www.cern.ch

Tuesday, 5th of December 2017
Agenda

• Service Report
• Hotel Update
• Person Transportation Changes
• Works Project Update
• Issues from delegates
  • Green plates
  • Reduced mobility access
  • Restaurants
  • ....
Service Report

- 8% Incident tickets in the last 12 months
+ 45% Request tickets in the last 12 months
Your Feedback Matters

Feedback on ~8% of all “human” tickets of which 2.5% is negative
On average 0.25% of all tickets get a negative feedback

Your effective and timely feedback on resolved tickets
A critical component to continually improve services
Service Desk

- Service Desk (77777) with Switchboard (76111)
  - New team now fully operational
- Average daily workload
  - 550 actions on tickets and 100 switchboard calls
- Workload increase compared to 2016:
  - + 12% tickets
  - + switchboard (compares to 9% more tickets)
- Resolution rate 27%
- Time SLA (10 minutes) breached 5%
- Quality control issues 0.9%
- Negative feedback 0.1%
- Your feedback matters
Hotel – General Information

• Following the decision by IT to suppress fixed phones during 2018; after an analysis of the usage of the phones in our hotel rooms (nihil) and considering the (very significant) cost of maintaining this service **it was decided to suppress the fixed phones from the CERN hotels.**

A few phones will be available at all floors for emergencies or calling within CERN.

• B38 refurbishment: revised proposal based on outcome updated safety audit under preparation.

• Waiting List – The ‘manual’ waiting list management has proven to be more efficient and effective than the previous ‘automatic’ solution.

• Duvet inners, mattress protectors and chairs gradually being replaced.

• Awareness campaigns: ongoing efforts to find efficient solutions for recycling, enticing clients to turn off lights etc.
Ticket feedback Housing Service 2017

1800 Feedback Received - 98% Very Satisfied/Satisfied

Very Satisfied: 96%
Satisfied: 2%
Dissatisfied: 1%
Very Dissatisfied: 1%
Hotel: Occupation Rates

Average Occupation Rate increase of 2% compared to 2016

Average Occupation Rate per Month - Meyrin

Average Occupation Rate per Month - Saint Genis

Yearly average Occupation Rate per week-day Meyrin and Saint Genis
Difference of OR week-ends vs weekdays is less significant in Saint Genis, indicating higher concentration of long term stays.
Reservation trends

Average Advance Time for Reservations in Days

Individual clients reserve in average **50 days** in advance
## Cancellations and Capacity Usage

<table>
<thead>
<tr>
<th>Year</th>
<th>Nº of Reservations</th>
<th>Nº of cancellations</th>
<th>% of Cancelled Reservations</th>
<th>Cancellations - Average Days in Advance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>45,124</td>
<td>17,226</td>
<td>38%</td>
<td>17</td>
</tr>
<tr>
<td>2014</td>
<td>48,977</td>
<td>20,909</td>
<td>43%</td>
<td>18</td>
</tr>
<tr>
<td>2015</td>
<td>49,220</td>
<td>21,743</td>
<td>44%</td>
<td>21</td>
</tr>
<tr>
<td>2016</td>
<td>47,151</td>
<td>19,041</td>
<td>40%</td>
<td>17</td>
</tr>
<tr>
<td>2017</td>
<td>48,345</td>
<td>20,457</td>
<td>42%</td>
<td>17</td>
</tr>
</tbody>
</table>

- Very high cancellation rate of around **40%**
- Individual clients cancel in average **17 days** before planned arrival

Too late for other users to reserve rooms, since alternative external accommodation has already had to be organized to ensure lodging.
Hotel ‘use patterns’ and Proposals

• Continued investigation of individual use patterns show that many clients still make reservations « just in case », and cancel too late for other clients to use the room → the capacity could still be better used. Cases of people making reservations for well over 200 days in future have been observed.
Sharing our Hotel capacity responsibly requires a collaborative attitude from all, and it is a misconception to reason we will rent out the rooms anyway (not true as we are not at 100% occupancy), not to mention the frustration for others not being able to reserve a room in advance.
• As a first step we propose to limit the number of nights, that can be reserved for an individual in advance, to 90
• Other ideas that can be considered
  • Cancellation and modification fees?
  • Point system?

• Applicable policies depend on reservation type i.e. “Individual”, “Group” or “Block” reservation.
• No person is allowed to have simultaneous reservations (i.e. be part of a Group reservation and have an individual reservation for the same dates).
• No person is allowed to have future reservations for more than 90 days at any given time.
• Reservations are nominative and cannot be transferred to another person.
• Maximum advance reservation limit is 12 months before foreseen date of arrival, except for visiting school groups, which is 3 months.
Person transportation service change

CERN Mobility Services

MOBILITY CENTRE
On-site Frontdesk, Asset management (CERN cars and bikes), Administration

CERN owned cars
CERN Petrol Stations
CERN car rental (short-term)
CERN Garage
Transport of Persons: Regular shuttle bus service & bus rentals with drivers (Vehicles, drivers and dispatching)
CAR SHARING
Bike Rental
Bike Maintenance

CERN Mobility Users

CERN Petrol Stations
provisioning and maintenance

CERN car rental
Small repairs, cleaning between rentals etc.

CERN Garage

Other contract(s)
Person transportation services change

- On the 1\textsuperscript{st} of February a new contract covering the shuttle and bus services will come in operation.
- No changes in regular circuits, nor time tables (improved service possible in later stage).
- Ad hoc services will be charged (like in most cases today) to the requestors.
- Why this change
  1. The purchasing rules of CERN force us to perform regular calls for tender.
  2. Our current fleet is ‘end of life’, and no investment budget was granted over the years.
- Currently we have two contracts and two ways of working
  - Regular services and limited on request services provided via a service contract (drivers) using a CERN owned fleet of vehicles to provide the service.
  - On request services provided by Europtours (drivers and busses).
- Advantages of the new contract
  - Agile adjustments of service to our fluctuating needs in terms of capacity.
  - Single point of contact for all person transportation services.
  - CERN is not involved anymore in maintaining a fleet of busses.
- Disadvantage
  - It is a change….
Works

- **Prevessin Crossing**
  - Phase 1 planned for early May, started last week → 7 Months delay
  - Changes in networks → 22/12/2017
  - Civil engineering&road works beginning 2018
  - Installation traffic lights June 2018

- **Place des Particules**
  - Discussions on the ‘blue’
  - Target end: summer 2018
Works Roundabout R2

- Roundabout R2
  - Phase 1 (red) Closure of Route Feynman 23 Nov to 22 Dec 2017
  - Phase 2 will be executed early next year (Orange rectangle)
  - Phase 3 will start Q2 2018 (Purple trapezoid).
  - All works are due to be completed before the end of next summer.
Badges4All .. Soon

• All persons present on CERN’s fenced site will be required to wear a badge **visibly**
• The project will be implemented gradually over the next few months (target **Feb-2018**)
• For visitors attending lectures and seminars, access management and badge creation will be handled via Indico
Badges4All .. 2 types of visitor badge

• An A6 card ("portrait" format) made of tear-resistant paper, with a lanyard, for professional visitors and guided tours.
• An A4 print-at-home sheet that can be folded into four, for visitors attending lectures and seminars. A soft badge holder will be supplied by CERN.
IMPORTANT INFORMATION
INFORMATIONS IMPORTANTES

This card must be worn visibly. It is not transferable and must be used only by the authorised holder. It permits you to go directly to your appointment. You must leave the CERN site once you have completed your business.

Cette carte doit être portée de façon apparente. Elle est personnelle et seul son titulaire est autorisé à l’utiliser. Elle vous permet de vous rendre directement à votre rendez-vous. À l’issue de celui-ci, vous devez rejoindre la sortie du CERN.

Emergency number:  +41 22 76 744 44

If you hear the evacuation alarm:
• calmly evacuate the building, following signs;
• make your way to the nearest assembly point.

Si vous entendez une alarme d’évacuation:
• Évacuez calmement le bâtiment en suivant la signalisation
• Rejoignez le point de rassemblement le plus proche

Respect the safety signs.
Respectez la signalisation de sécurité.

Site under video surveillance.
Situ sous surveillance vidéo.
http://home.cern/data-privacy-protection-statement

CERN is a non-smoking laboratory.
Le CERN est un laboratoire non-fumeurs.

Abandoned luggage may be destroyed without prior notice.
Les bagages abandonnés pourront être détruits sans préavis.
Badges4All .. Consequences

• The concept of a “guarantor” accompanying unidentified persons will no longer exist.
• Your visitors must be registered in advance.
• “Private” visits organised without the approval of the Visits Service will be prohibited. All visits must now be declared, along with their participants if they are not CERN access card holders.
• Only access badges approved by CERN will be accepted.
Green plates

- Significant delays compared to ‘before’ September, with the interim process awaiting the paperless (DEFI) process \(\textit{(now planned for second half)}\) next year.
- Current delays:
  - Temporary French plates awaiting green plates (valid 3 months)
    - \textbf{About 1 to 1.5 months}.
    - Involves multiple steps with different entities in Paris \textit{who work with original documents only}.
  - Original registration certificate for green plates
    - \textbf{About 3.5 to 4 months}.
- Current backlog 73 files \(\text{(September: 21; October: 27; November: 25)}\)
- Four Administrations involved:
  1. The French Ministry of Foreign Affairs in Paris
  2. The French Customs (Head Office) in Paris
  3. The Prefecture of Police in Paris
  4. The Customs in Ferney-Voltaire.
- We are well aware of the problems this creates for the CERN population.
- We are doing our best by trying to negotiate ‘improvements’ with the authorities, and acting as single point of contact for the CERN population.
Miscellaneous

• CERN site access for people with reduced mobility
  • A proposal for wheelchair access via building 33 is being discussed, target 2018 as part of “place de particules” project.
  Access via Gate B not retained due to steepness of slopes in the area.

• Restaurants;
  • Furniture in R1 (and elsewhere)
  Agreements in process of being renegotiated (target March 2018), this will allow greater visibility for both CERN and contractor and enable some long due investments in furniture and other matters.
  • Other issues (like plastic cups, problems with parties in R1 extension, etc…) will continue to be addressed in 2018.

• Access to the site during the end-of-year closure
  • Same as last year (https://home.cern/cern-people/official-communications/2017/11/access-organizations-site-during-end-year-closure)
Many thanks for your attention!