SMB Service Status
120th ACCU Meeting

www.cern.ch

Tuesday, 5th of June 2018
Agenda

• Service Management Report
• Housing Service
• Mobility
• Restaurant
• Waste Management
• Shipping
• Site Security
• Site Engineering Works
• AOB
Service Management Report

Incident tickets with a human caller

Request tickets with a human caller
Your effective and timely feedback on resolved tickets
A critical component to continually improve services
Service Desk - 1st anniversary new contract

- New contractor started in April 2017 integrating the CERN Switchboard:
  - Average daily workload 580 tickets and 85 switchboard calls.
- Stable operation achieved after 3 months:
  - Quality levels within agreed SLA < 0.3 % failures;
  - Negative feedback < 0.1%
  - First yearly contract review with positive trends.
- Continual improvement process:
  - Continuous effort working tightly with CERN services
Housing Service

• A service review meeting with all stakeholders (incl ACCU representative) is planned for the 19th of June

• No important ‘news’ since last ACCU:
  • B38 renovation preparation ongoing (scheduled for 2019 thru 2022)
  • Work ongoing on solutions to reduce cancellation rate and improve waiting list, no results yet; will be discussed in service review meeting.
  • Some hiccups with school groups linked to badge wearing obligation and communication between visits service, guards service and hotel solved in pragmatic way.
  • No reaction yet on “Physics Mums in hotel”
  • Very High Satisfaction rate in 2018 (97%)
  • Cancellation rate 2018 48% (constant 2015→2018)

<table>
<thead>
<tr>
<th></th>
<th>Meyrin</th>
<th>Saint Genis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nº of Reservations</td>
<td>17,327</td>
<td>2,586</td>
</tr>
<tr>
<td>Nº of Cancellations</td>
<td>6,501</td>
<td>1,495</td>
</tr>
<tr>
<td>Cancellation Rate</td>
<td>38%</td>
<td>58%</td>
</tr>
</tbody>
</table>
Housing service: School Groups  2017

- No significant impact (2%)
- No reservations accepted June-September.
- No complaints of noise (since updated booking rules)
Mobility Service : Shuttle

• Regular shuttle services issues known and being addressed (reasons works, heavy traffic and timeliness drivers)
• We will be adjusting timetables and increase service over summer in an attempt to remedy the issues
• Target for new improved service/timetable September
• We aim to report delays in close to real time on the service status board (service portal)
Mobility Service: Car rental

- New pricing policy accepted
  - 1\textsuperscript{st} of July new long term rental prices, and short term rental price drop to lower fixed prices
  - 1\textsuperscript{st} of September short term rental prices further dropped as function of rental period (awaiting AIS implementation)

### RENTAL PRICES

<table>
<thead>
<tr>
<th>Short term rental CHF/day/vehic</th>
<th>1-5 days</th>
<th>5-10 days</th>
<th>10-30 days</th>
<th>&gt;30</th>
<th>Weighted Average price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cat A</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>15</td>
<td>10.65</td>
</tr>
<tr>
<td>Cat B</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>16</td>
<td>12.52</td>
</tr>
<tr>
<td>Cat C</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>20</td>
<td>15.69</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Long Term (4 year) CHF/month/vehic.</th>
<th>Logo</th>
<th>NoLogo</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cat A</td>
<td>330</td>
<td>429</td>
</tr>
<tr>
<td>Cat B</td>
<td>360</td>
<td>468</td>
</tr>
<tr>
<td>Cat D</td>
<td>550</td>
<td>468</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TS/YETS CHF/month/vehic.</th>
<th>Duration of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cat B</td>
<td>400</td>
</tr>
<tr>
<td>Cat D</td>
<td>610</td>
</tr>
</tbody>
</table>

A cat. Peugeot 108 or similar
B cat. Partner or similar
C cat. 5008 or similar
D cat. Van
Mobility concerns us all!

- Mobility survey

Study to simulate traffic conditions around Meyrin site in collaboration with University of Geneva:
  - Evaluate impact on the route de Meyrin and the Saint Genis roundabout if Gate E and inter site Tunnel would be accessible under the same conditions as Entrance A, B, C located in Switzerland
Access to CERN site gate E

- Rules for the use of gate “E” CERN/DSU-RH/12222/Rev.2
  - [http://international-relations.web.cern.ch/stakeholder-relations/hoststates/Access](http://international-relations.web.cern.ch/stakeholder-relations/hoststates/Access)
Mobility: Taxi

- Taxi voucher process:
  - Distributed via Mobility Center
  - Requested via secretariat
  - Charged on
    - CERN budget codes or
    - Team accounts

https://cern.service-now.com/service-portal/
Mobility: Taxi

- Taxi access:
  - If you need to be picked up on the CERN site, you must announce the arrival of the taxi to the Guards Service in advance (until some minutes before the taxi arrives).

https://cern.service-now.com/service-portal/
Restaurant update

• Target for new contract 1/7/2018 good progress being made (in last ACCU target was 1/4/2018)
• Investments in furniture etc.. will follow

Restaurant update  ACCU 119th

• As reported in December we are aiming for a new contract with clarification of responsibilities and terms and conditions by end March. This should allow for greater visibility from the contractor and CERN point of view, and enable investments in e.g. new furniture

• Private parties are organized in the R1 extension (mostly people bringing their own drinks and food); no problem, if organizers show respect to the furniture, restaurant and cleaning staff.

• External expert review started, results after summer
Restaurant update

- 'Private parties' still an issue, procedure implementation in progress...
Waste Management: Restaurants

- Plastics cups replaced by glasses, 200 carafes added
- Restaurant 1 & 2: 846,000 plastics cups 2017
Waste Management: Restaurants

- After one week... it works; but >25% of glasses “lost” after 1 week....

<table>
<thead>
<tr>
<th>CERN 1</th>
<th>INVENTAIRE DE BASE COUVERTS</th>
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<tbody>
<tr>
<td></td>
<td>28-May</td>
</tr>
<tr>
<td>COUTEAUX</td>
<td>1500</td>
</tr>
<tr>
<td>&quot;Lost&quot;</td>
<td></td>
</tr>
<tr>
<td>FOURCHETTES</td>
<td>1526</td>
</tr>
<tr>
<td>&quot;Lost&quot;</td>
<td></td>
</tr>
<tr>
<td>VERRES</td>
<td>1489</td>
</tr>
<tr>
<td>&quot;Lost&quot;</td>
<td></td>
</tr>
<tr>
<td>CUILLERES A SOUPE</td>
<td>230</td>
</tr>
<tr>
<td>&quot;Lost&quot;</td>
<td></td>
</tr>
<tr>
<td>CARAFFES NOUVELLES</td>
<td>200</td>
</tr>
<tr>
<td>&quot;Lost&quot;</td>
<td></td>
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Value in CHF ~ 2859
Shipping: new transport insurance

• New transport insurance contract;
• Transport insurance covers all regular transport (IN & OUTBOUND)
  • Insurance request via EDH, not necessary anymore
• Centralised budget code
  • Insurance will be “free” for departments and teams;
• On going: EDH Shipping request modification
Site Security: Badge Wearing

• Since 2nd of May, all persons present on the CERN site are required to wear a badge visibly:
  • Participants to an event (Indico application);
  • Guided tour (Outreach application);
  • Visitor invited by guarantor, Club members (Service Portal).
• Badge can be printed at kiosk bld. 33 (reception)
  • In test, kiosk at gate B
• On going: integration users feedback;
• Privacy notice
Site security: Online registration of vehicles

- Self Service registration of vehicles you wish to bring onto the CERN site

https://vehicles.cern.ch/vehicles/
• From 1\textsuperscript{st} of June:
  Working Days from 7:30 a.m to 17:30 p.m
Works: Prevessin crossroad

• News on Prevessin Crossroad
  • Civil engineering & road works: April -> end July 2018
  • Installation temporary traffic lights: mid May 2018
  • Final traffic lights: August 2018
  • Work phasing:
Works: Esplanade des Particules

- Esplanade des Particules
  - Powerline done and closed → February 2018
  - Current ‘blue’ surface phase 3 : in progress (ref. sample)
  - Target for completion : mid June 2018
  - New pedestrian (incl reduced mobility) entrance (entrance B and Jura-33) : July 2018
Works: Roundabout R2

- Safety improvement for all users (cars, bikes, pedestrians) on the road and parking
- Resurfacing of parking and increasing parking capacity
- Integration of a bus stop

Time line:
- Phase 1 (red rectangle)
  Closure of Route Feynman
  23 Nov to 22 Dec 2017
- Phase 2:
  - Q3 2018 (Orange rectangle)
- Phase 3:
  - Q4 2018 (Purple trapezoid).
- All works are due to be completed end of 2018.
Works: Salam road (in front of bld. 107)

- One way direction of the Salam road, two-way cycling paths
- Security crossroad Salam-Wu-Bakker road and crossroad Salam-Weisskopf road
- More parking space along Salam Road
- Works executed within the next 2 months
• Restaurant complaints/suggestions
• Pump rooms.. work in progress
Many thanks for your attention!