SMB Service Status
ACCU – 121th Meeting

Tuesday, 18th September 2018
Agenda

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

Incident volume “stable”

Request volume steadily growing
Your Feedback Matters

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

8 % of feedback on tickets 0.2 % negative

More feedback required to keep improving the system!
Housing Service: B38 renovation

- B38 renovation project phase has started
- Project kick-off meeting on the 21.09.2018
- Work is scheduled for mid-2019 thru mid-2022
- A specific webpage is foreseen to inform our guests
- Users will be kept informed when planning and impacts will be confirmed
Housing Service: B38 renovation

- Impact foreseen during the duration of the works (great care is taken to minimize impact as much as possible-solutions are under study):
  - Decrease in the capacity of the hotels during the duration of the work
  - Noise is likely to be a recurrent issue during day time
  - Number of shared facilities (showers and toilets blocks) will be reduced during works
  - Clients working in shifts will be proposed alternate solutions in buildings 39&41 subject to availability
Housing Service: Summer Student Period

- No major disturbance or incidents reported
- Continued increase in Occupation Rate – we managed to welcome more clients

Meyrin Occupation Rate Summer 2017 vs. 2018

Meyrin and St Genis Average Occupation Rate Summer 2017 vs. 2018
Housing Service: Summer Student Period

- Slight increase in capacity use by Summer Students
- At least 50% of capacity remains available for other users at all times

**Hotel Meyrin and St Genis Capacity Use**

**Summer 2017**

- June: 14.80%
- July: 45.33%
- August: 31.51%

**Summer 2018**

- June: 17.48%
- July: 49.43%
- August: 34.51%

- **Capacity Available to Other Users Meyrin and St Genis**
- **Capacity used by Summer Students Meyrin and St Genis**
Housing Service

- Cancellation issues – still on going

Work on solutions to reduce cancellation rate still on going as quite complex due to:

- Variety of cancellation reasons & population
- Monitoring of issues

As a start, building choice option in web-booking will be taken out to limit convenience cancellations and increase flexibility, especially with renovation project on the go.
Mobility concerns us all!

- Mobility survey is currently been analysed with the aim to have a first draft of CERN mobility plan by the end of year.
Mobility Service: Shuttle

- All shuttle circuits are reviewed based on:
  - Results of the consultancy on Mobility Plan
  - Mobility survey outcome

- Schedules review on-going to optimize peak times shuttle availability without affecting budget
Mobility Service: Shuttle

- New circuit inter-sites from July 1st
- Summer students – shuttle circuit highly appreciated
- Temporary bus stop in front of Mobility Centre will be moved to its new location in front of SC bdg.300, close to new pedestrian turnstile Gate B, beginning of October
- Less complaints during this summer
Mobility Service: Car rental

- New management approach of the CERN vehicle fleet by the Mobility Center enabled, as of July 2018, an optimization of the use of CERN vehicles and a clear reduction of the external rental needs resulting in savings for both, the users and the organization.

- Amount spent with external rental company:
  
  July 2017 / July 2018 : - 20.4%
  August 2017 / August 2018 : - 75.3%
Request on-line form Car Rental Request (from CERN or external rental company)

The car rental service can arrange rental of cars or vans from CERN or external rental companies.

**Procedure:** You will find detailed explanation at [rental cars selection](https://cern.service-now.com/rental_cars_selection.do?sysparm_filter=3&sysparm_cat=CR&sysparm_start=22-09-2018&sysparm_end=24-09-2018)

- CERN cars require, in addition, the use of a personnel mobility card. An authorization to drive a vehicle is required.
- CERN rental cars have no visible CERN logo.
- These cars can be rented for a maximum of 3 months.
- Fuel is included in the rental prices at CERN petrol stations only.
- Unlimited mileage.

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<th>Description</th>
<th>KMS per day</th>
<th>Price estimation for the period</th>
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Click here to see more options (additional fees)

- Indicated price is the MINIMUM you may pay for your rental
- Tank refilled at return time or additional fee will apply
- All cars with A/C

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Mobility Service: Car rental

- New short term rental pricing policy (according to duration) still pending implementation (awaiting AIS modifications)
- LS2 needs are covered
- Preparation of the call for tender for the next car purchase contract for CERN's fleet renewal (planned for June 2019)
- Electrical vehicle market study conducted
Mobility Service: Bikes

- New bikes being purchased to renew and upgrade the current fleet:
  - Current number of bikes 430
  - Number of bikes needed 550-600
Restaurants

• External review still ongoing (Phase 2):
  
  o Study of current equipments’ and premises’ necessary updates;

  o Overall cost and planning review as well as needs;

  o Futur CERN’s restaurant’s offer – various scenarios under study to answer users’ needs according to survey.
Restaurants : R1

• New Contract R1 & Kiosk (IPT/CSR) validated
  o CERN was aiming for a new contract with consolidation of responsibilities and terms and conditions
  o Investments plan (ex.: furniture)

• R1 Furniture :
  o Terraces’ chairs renewed beginning of summer 2018
  o Interior furniture’s under study. Implementation in 2019
Restaurants: R1

- Only authorized private parties can take place in Restaurant no.1
  - The authorization has to be sought through **Authorization request to organize a drink in the Restaurant 1 extension.**
“Coffee space” furniture will be renewed completely in order to create more sitting space for meals.

Capacity would allow more meals to be served in R2 – external review will cover potential solutions to attract a wider clientele towards R2.
Installation Service

• French registration certificate (without green plates number) :
  o Solution found & successfully applied to CERN users to regularise their certificate after regularisation of their vehicle at French customs

• For assistance : Contact Installation Service

Installation service
Phone: +41 22 767 4407, +41 22 767 4493
Fax: +41 22 766 9264
installation.service@cern.ch
Location: 73/1-003
Postbox: A05200
Working days from 14:00 to 17:00
KB0005774: From green plates to French plates: How to get a new registration certificate (carte grise) via Agence nationale des titres sécurisés (ANTS)?

From green plates to French plates

The official site [ANTS Immatriculation](https://immatriculation.ants.gouv.fr/) will allow you to get your new registration certificate (carte grise) that will contain only your French plates number.

You will find the steps to followed in the attached file.

You need to make sure that you have the following documents with you, before starting the procedure:

- Passport
- Carta 13750*05 - [Formulaires.modernisation.gouv.fr](https://formulaires.modernisation.gouv.fr) (Demande de certificat d'immatriculation d'un véhicule)
- Your current Registration Certificates (carte grise)
- Proof of residence (less than 6 months, ex: electricity bill, phone bill, housing insurance attestation (assurance habitation)
- Technical control report (if car is aged more 4 years)
- All Customs documents:
  - Form 2 cancelled by French Customs (you need to go to French customs)
  - From 846A
  - Attestation of returning green plates

n.B: France connect requires: french ratio

Attachments: [FromGreenToFrenchPlates.docx](#)
Installation Service

• French temporary registration certificate (CPI certificat provisoire d’immatriculation) for K & CD licence plates:
  
  o Discussions will be raised by Host States Relations Service to allow cars in Switzerland with the CPI. Process will be quite long – status quo is foreseen for the next few months.
Waste management: new collection request form

- New graphical conventional waste collection request form in three steps

1. Request for disposal of container or skip / Demande pose conteneur ou benne

2. Container type and quantity

- Number of 800lt containers for paper and cardboard
  - 0 1 2 3
- Number of 6.5m³ skips for paper and cardbo
  - 0 1 2 3

3. Location data

  - Indicate the location (select from the list of buildings)
  - Provide location description
In the event of a vehicle breakdown on the CERN site, a tow truck may be called in, subject to the submission request **Request access for a tow truck – dépanneuse**.
Security Service: new gates

- Esplanade des Particules: gate Jura:
  - Double pedestrian, reduced mobility access

KB0002868: Practical information for people with reduced mobility
Security Service: new gates

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  - Double pedestrian, reduced mobility access

KB0002868 : Practical information for people with reduced mobility
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- Esplanade des Particules: **Entrance B**
  - Pedestrian, guides and groups, no bike access
Security Service: new gates

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- Entrance E
  - Pedestrian and bicycle new control access end of October
Works: Entrance E

- Improvement of the entrance capacity
- Work started: 1\textsuperscript{st} August 2018
- Word ended: first half of October 2018
Works: Prevessin crossroad

- Civil engineering & road works: April to end July 2018
- Installation temporary traffic lights: mid May 2018 -> 13th September 2018
- Definitive traffic lights: 14th Septembre 2018
  - Observation of the traffic during four weeks;
  - 16th Octobre 2018 tuning of traffic lights, if needed.
Works: Esplanade des Particules

- Target for completion: end June 2018
- Official inauguration: Friday, on the 28th September 2018
- Etat de GE shall still modify the bicycle-way of entrance A roundabout beginning 2019, improvement
Works: Esplanade des Particules

- 110 bicycles parking places (approx.)

Please, use the dedicated parking places

35 places under the cover in front of the petrol station

80 places in front the kinder garden
Works: Roundabout R2

- Works are due to be completed **end 2018**
  - 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.
Works: Salam road (in front of bld. 107)

- Works are due to be completed **end of October 2018**
  - 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.
Question:
• Are there any tax or other legal issues if people would be able to charge their private e-cars (and pay for the charging) at charging stations provided by CERN?
  o *Normally, private usage is subject to taxation*
  o *Only consumption for official use is exonerated from VAT*
Many thanks for your attention!