Report from

Housing Service Review meeting

Meeting of June 19th, 2018

Clara Troncon
ACCU meeting, 18 September 2018
Mandate

• Housing Service Review Meetings take place once a year and are attended by representatives from all interesting parties (responsible for the service and stakeholders representing the customers of the service).

• It is suggested by good practice (e.g. ISO20K standard) and in view of improving the Housing Service.

• The purpose of these meetings is to review customer satisfaction, scope and policy, and operational issues related to the service.

• The agenda of this meeting includes:
  • Service report
  • Requests for change
  • Plan for coming period

• Meeting held on June 19th. I was appointed in March 2018
Housing Service Review members

Representatives of:
Service: SMB-SIS and TOPNET (Hostel operator)

Costumers:
  Council Secretariat
  MS HR students
  NMS students
  Teacher Groups
  Visits Service
  Scientific Committees (LHCC, SPSC…)
  ALICE, ATLAS, CMS, LHCb and Theory Division
  ACCU

  AIS
CERN Housing service

The CERN Housing Service provides a wide-range of services including the management of:

• The CERN hotel consisting of 3 buildings with 38,39 and 41 on the CERN Meyrin site;
• The agreement with ALPHA 3A providing CERN with an additional housing capacity of 151 rooms in Saint-Genis (France);
• The rental of some (~10) apartments belonging to the CERN Pension Fund;
• Provide list of contacts with agencies and private landlords to help CERN users in finding furnished or unfurnished accommodation on the local private market;
• Provide a list of external hotels both in France and Switzerland, well located for CERN users.

More information can be found on SMB housing website:
https://smb-dep.web.cern.ch/en/CERN_Housing

At Review meeting, the Hostel housing service was reviewed only.
Hotel capacity

Total CERN site capacity: 446 rooms, ~500 beds
St. Genis Foyer: 151 rooms/beds
Improved Occupancy in 2017

Average Occupation Rate increase of 2% compared to 2016

We continue to have regular peak periods in the year where the CERN hotels are occupied more than 90%, such as for example, summer time.
Difference of OR week-ends vs weekdays is less significant in Saint Genis, indicating higher concentration of long term stays.
Visiting School Groups Not an Issue

- Vast majority of nights emanate from individual reservations (74%)
- 23% from Groups and Blocks
- Block and Group participants are also Users
- Visiting School Groups very marginal impact on capacity usage (3%)
• 253 Groups/Blocks in 2017 (315 in 2016)
• Of these the largest portion (87%) emanate from 5 main entities
• Accounting for a total of > 38 k nights (34 k in 2016)
• Representing 21% of Total Yearly Capacity Meyrin and St Genis
• Out of these 38 k nights 10% are occupied by visiting school groups

Blocks and Groups: N° of Nights per Entity (Meyrin and St Genis)

<table>
<thead>
<tr>
<th>Entity</th>
<th>N° of Nights</th>
<th>% of Total Nights</th>
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</thead>
<tbody>
<tr>
<td>MS Summer Students</td>
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<tr>
<td>NMS Summer Students</td>
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<tr>
<td>IR-ECO</td>
<td>25%</td>
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<tr>
<td>EP</td>
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<tr>
<td>ESCO</td>
<td>18%</td>
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<tr>
<td>TH-LS</td>
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<tr>
<td>LIL</td>
<td>7%</td>
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<td>ATS-DO</td>
<td>3%</td>
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<tr>
<td>IPT</td>
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<tr>
<td>HR-CB</td>
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<tr>
<td>ENV-SMM</td>
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<td></td>
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<tr>
<td>IR-REL</td>
<td>1%</td>
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<tr>
<td>DG-DR</td>
<td>1%</td>
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</tr>
<tr>
<td>BE</td>
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<tr>
<td>TE-PPR</td>
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<td>EN-MRP</td>
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<td>HSE</td>
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</table>

N.B: In Red = Directorate Supported « Programmes »
Hotel Cancellation “Use Patterns”

• As reported in last ACCU, cancellation rate of > 40% is inhibiting further improvements in the optimal use of Hostel capacity.

  Individual clients reserve on average **50** days in advance

  Individual clients cancel on average **17** days before planned arrival

• After last ACCU limited the number of future reserved nights to **90**: Ongoing effort; many clients have been contacted – **very few complaints**.

• Cancellation logs have been studied and certain “use patterns” identified, one of them being clients reserving available but not preferred room type, and change as the preferred rooms get released by other cancellations (in certain cases causing an 80% cancellation rate). This constant movement, generates additional overheads (increased admin and cleaning costs; for each reservation, modification and cancellation a notification is sent, etc…)

<table>
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<tr>
<th>Year</th>
<th>Month</th>
<th>Days in advance</th>
<th>Cancellation Rate %</th>
<th>Occupation rate</th>
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<td>2017</td>
<td>Jan</td>
<td>19.84</td>
<td>40%</td>
<td>55.42%</td>
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<tr>
<td></td>
<td>Feb</td>
<td>19.78</td>
<td>40%</td>
<td>72.12%</td>
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<tr>
<td></td>
<td>Mar</td>
<td>17.12</td>
<td>32%</td>
<td>79.59%</td>
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<td></td>
<td>Apr</td>
<td>17.38</td>
<td>29%</td>
<td>57.89%</td>
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<td></td>
<td>May</td>
<td>21.54</td>
<td>37%</td>
<td>73.08%</td>
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<td></td>
<td>Jun</td>
<td>17.06</td>
<td>44%</td>
<td>84.81%</td>
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<td></td>
<td>Jul</td>
<td>17.07</td>
<td>47%</td>
<td>83.25%</td>
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<td></td>
<td>Aug</td>
<td>21.41</td>
<td>49%</td>
<td>85.45%</td>
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<td></td>
<td>Sep</td>
<td>15.68</td>
<td>44%</td>
<td>83.51%</td>
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<td></td>
<td>Oct</td>
<td>13.21</td>
<td>43%</td>
<td>83.88%</td>
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<td></td>
<td>Nov</td>
<td>11.45</td>
<td>37%</td>
<td>84.78%</td>
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<tr>
<td></td>
<td>Dec</td>
<td>13.47</td>
<td>27%</td>
<td>61.46%</td>
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“Chicken and Egg Problem”

How do we solve this?
1. Extremely high cancellation rates (up to 80%) seem to be linked to cheaper room types, population from low GBP countries who come from far away. These only concern a very limited number of individuals (2-4% of total population).

2. Cancellation rates over 30% include main nationality users, and account for most of cancelled nights, regardless of room type, in need of more comfort (ex: to avoid change of room)

Proposals

- Accept situation and do nothing – situation will gradually worsen as CERN activities continue to grow.
- Introduce measures to dissuade “JIC reservations” (Just In Case).
- Take out building choice option in web-booking to increase flexibility.

- For information: SNOW forms are under development in order to ensure that information is captured in a structured manner, and minimize number of exchanges.
Cancellations mostly Booking Modifications?

An improved EDH booking software can help?

But it is important to communicate to Hotel users the importance of not making multiple unnecessary reservations.
Proposals

• Take out **building choice** option in web-booking to increase flexibility       **YES**
• **Improve** EDH booking software (to allow modifications, without cancellation) **long time waited**
• Add an automatic reminder to be sent 10 days before foreseen date of arrival (plus the one at 72h before)
  **Will facilitate rebooking of the room**
• **Education and moral suasion**: write a message in EDH booking informing users that cancellations, even permitted, are damaging the other users       **EASY**
• Set a **maximum number of cancellations** /year/user ??
• **Reduce the advance-time** for reservation ??
• **Introduce a fee/ pay the first night at reservation** ????
Proposals (II)

• Continue to monitor GROUP/BLOCK reservation and cancellation rate
Advance time for reservation

• Individual clients reserved in average **50 days** in advance in 2017
• In 2018 the average has increased enormously to **125 days** in advance!!

• In principle, it should not be a problem
• But it may indicate that people more and more are doing «Just in Case» reservations

• Dissuasive measures seem necessary
Plans for the future

• **Family rooms**
  Project in line with CERN equal opportunities tradition. These rooms will be in addition. Still under study.

• **Refurbishing of B38.**
  Needed for safety and compliance with regulations
  Renovation of common facilities (showers, toilets)

Phased implementation focused on minimising impact on capacity and comfort (noise). Shifters will be relocated to other buildings 39&41, subject to availability.

Propose to approve both.
Outcome

• Extensive report on the Housing Service

• Reports on all requests

• All actions were reported to ACCU

• Exceptional Service offered to CERN users with very modest cost and high efficiency at very difficult conditions of effectively ~100 % occupancy of the hostel at 4 full working days

• Congratulation and thanks to the Hostel staff!
Backup
Cancellation Rate per Country

Extremely high cancellation rate, but only concerns 14% of population, with focus on 14% of rooms on-site: **Limited impact**

High cancellation rate, and concerns 55% of population, with focus on 66% of rooms on-site: **Enormous impact**

Below average cancellation rate, and concerns only 3% of population: **Low impact**

% of Cancelled Reservations - Countries with More than 400 Reservations 2017

ACCU meeting, 18 September 2018

Housing Service Review meeting
73% of our offer has some of the highest OR in combination with high CR

Total of 446 rooms with 502 beds in Meyrin + 151 rooms/beds in St Genis:

- 249 Single Full Bathroom (Meyrin)
- 130 Single Washbasin (St Genis)
- 58 Single Washbasin (Meyrin)
- 55 Twin Full Bathroom (Meyrin)
- 26 Shared (52 Beds) Washbasin (Meyrin)
- 30 Single Washbasin and WC (Meyrin)
Hotel Reservations & Cancellations:
Example of User Pattern and Implications

Example of User Log 2017-2018:
- 58 Reservations
- 46 Cancellations

<table>
<thead>
<tr>
<th>Arrival</th>
<th>Departure</th>
<th>N of Nights</th>
<th>Room type</th>
<th>Conf. number</th>
<th>Room no</th>
<th>Res. Status</th>
<th>Date of Reservation</th>
<th>Means of Reservation</th>
<th>Date of Cancellation</th>
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</table>

Detail from June: 11 Reservations, 10 Cancellations
- Clients reserve preferred room type, and change as they get released by other cancellations. Constant movement.
- For each reservation, modification and cancellation a notification is sent
- An automatic reminder is sent 72h before foreseen date of arrival
- All that generates numerous communications!
Family Rooms?

- Requests becoming more regular from parents (mainly physicist mothers) to be able to stay at the CERN Hotel with young children (below 12 months).
- It is seen as unfair, not modern and against equal opportunities not to welcome them.

Two solutions can be proposed

**Low Cost:** Buy a couple of baby cots and accept such cases.

**High Cost:** Create a “family section” in a dedicated “isolated” area. We could offer up to 5 family rooms with bathrooms with bathtubs. It could also feature a new breast feeding room with changing table and washbasin. A specific small fridge would be supplied back office in reception.

No child care is offered, and no child must be left unattended at any moment, even during nap time (noise AND safety issue).
Ticket Feedback Hotel – Continuously Very Happy Clients!

Feedback 2017: >1800 Feedbacks
97% satisfied or very satisfied

Feedback 2018: 1000 Feedbacks
98% satisfied or very satisfied

Courtesy: Eva Stern SMB Report