SMB Service Status
ACCU – 122nd Meeting

Tuesday, 4th December 2018
AGENDA

- Service Management & Support
- Site Services
  - Housing
  - Mobility
  - Installation
  - Catering
- Supply Chain
- Site Security
- Site Engineering
- AOB
SERVICE MANAGEMENT: Volume Report

Request volume still growing

Top 15 Request
RQF distribution October 2018

CERN

ONE point of contact (ONE #, ONE url, ONE place)
ONE behavior; Unified processes for all services
ONE tool shared by all service providers (sharing information and knowledge)
ONE business service catalog
Your effective and timely feedback on resolved tickets
A critical component to continually improve services

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

Keep giving feedback to help us improve!
Average Actual and Forecast Occupation Rate Per Site 2017-2018

Forecast as of 28 Nov
HOUSING: Occupancy 2/2

Actual Occupation Rate Both Sites 2014-2018: Week Days

Actual Occupation Rate Both Sites 2014-2018: Week Ends

No forecast available

No forecast available
HOUSING: Block bookings & Groups

FROM SEPTEMBER TO NOVEMBER 2018:

- **Block bookings** represented 17% of total available capacity
  - Generally a high % of the reserved capacity is not used (but rooms are released 30 days before foreseen arrival – no charge)

<table>
<thead>
<tr>
<th>Block (not Groups) by reserving entity Sep-Nov 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLOUD</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>Initially Reserved</td>
</tr>
<tr>
<td>Picked Up</td>
</tr>
<tr>
<td>% of Reserved Rooms Used</td>
</tr>
</tbody>
</table>

- **Groups** (Workshops and officially recognised programmes) represented 7% of total available capacity
- **Visiting School Groups** represented 1% of total available capacity
- 75% of total available capacity free for individual reservations
Reduction of reservation lead time from 12 to 4 months:

- No impact on individual reservations
- Adjustments and exceptions necessary for groups and block bookings granted on a case by case basis
- Second half of year mainly concerned
HOUSING: Cancellation reasons

- New procedure introduced last summer with only 8 different specific cancellation reasons that shall be used:

- New report created to extract above datas
- Greater clarity will be available over time

Since 01 September 2018: 8k cancellations registered
- 21.5% of these were due to « Merge » and 9.7% due to « Modification of Date » upon request of hotel reception
BUILDING 39:
- Leak on the main water supply valves. Water will be shut during replacement. Building 39 will therefore be closed to clients as of 14/12 (one week before CERN closure) – apart from reception and luggage room. No incidence on availability and occupancy according to past 2 years statistics.
- 8 rooms will be renovated due to water leak damages (currently OOO). Work will start on 14/12, with the most noisy phase scheduled during annual closure.

BUILDING 38:
- Kitchen closed in January due to a plumbing issue in above room on first floor (room OOO). The concrete slab in the kitchen ceiling needs to be opened (diswashing zone) for diagnostic and repair work.
- B38 renovation project: First building’s visits with architects took place (22 + 27/11) as part of bidding process. No visibility on impact of room availability yet.
• Mobility at CERN – Article in bulletin of 24/09/2018
• An extensive analysis of mobility services data and mobility survey results has been done leading to the production of the first draft of CERN mobility plan

Mobility at CERN – status and next steps

24 SEPTEMBER, 2018

Earlier this year, the Mobility Working Group launched the first part of a two-part survey about mobility at CERN. Some 43% of you took the time to give us your opinions, and I'd like to thank you for doing so. The fact that so many of you responded underlines the importance attached to this issue at CERN, and your input will be invaluable in helping us to make CERN mobility safer, greener, and more pleasurable for all.

You can learn more about the results of the survey in an article in this week's Bulletin, but I'd nevertheless like to look at a few of the highlights here. First of all, a high response rate means that we can interpret the survey as a representative sample of the CERN population, giving an idea of the importance you attach to this issue, as well as making planning easier. Respondents included CERN-employed members of the personnel as well as users and contractors, with the highest response rate – 75% – being among staff. The survey confirmed that the majority of commutes are from France, and we learned which entrances to the CERN sites are the most heavily frequented. We learned about the peak times in the morning and the evening, and that our median commutes are short – just 8 km or 20 minutes – though there are some outliers, with a small number of people, including staff, commuting from countries beyond our Host States.

Unsurprisingly, the majority of commutes are made using individual motorised vehicles, though car sharing
New bikes ordered (150 / Bulgaria).
Delivery : 1st quarter 2019.
Will bring the CERN bike park to 600 (needed amount to cover needs, especially during summer period)
MOBILITY: Bikes - Users’ questions

- **Additional bike parking space:**
  - There is no project at this stage

- **Bike registration:**
  - Would unfortunately be useless as is not applicable in practice

- **Long term bike parc:**
  - Not existant on CERN site

- **Bike fleet refresh:**
  - 150 new bikes to be delivered in March 2019

- **Bike path at French-Swiss border:**
  - CERN can not intervene on public space but has adressed this point to the authorities on several occasions
MOBILITY: Bikes - Users’ questions

• “Junk bikes”:
  ➢ Security is going around CERN site twice a year to remove old bikes. They also intervene upon request (request has been forwarded for intervention).

• Entrance E – Cycling uphill:
  ➢ No bike track is foreseen. On the fence side, nothing can be installed less than 2m away. On the pedestrian side there is no space for a specific bike track.
MOBILITY: Car fleet

• Better optimisation of CERN fleet usage (short term) thanks to centralisation of requests via Mobility Center (ServiceNow request form). Hertz rentals allocation more coherent.

• LS2 cars distribution started: 175 in total (115 new Peugeot Rifter; 50 vehicles with extended lease; 10 Peugeot 108)

• CERN fleet renewal: IT will be released soon for fleet renewal planned to start mid 2019
MOBILITY: Shuttle 1/2

SHUTTLE STOP:

• Temporary Mobility Centre stop moved to Bldg. 300 (inside the Meyrin site, near entrance gate B) since 08/10

CIRCUIT 3:

• Shuttle circuit shutdown during the LS2 period (2018-2020) as from 17/12. The service will be reactivated during year 2020, exact date and time to be confirmed
MOBILITY: Shuttle 2/2

- Ongoing optimization of existing circuits to cover increasing needs, especially between Prevesinn and Meyrin and the FH Schuman & peak hours of airport shuttle.

- The approach of the shuttle service to be reviewed in accordance with the CERN mobility plan.

- ROAD WORK: Roundabout R2 - Asphalt work from 08 to 13/12, circuit 1 will not serve stop 22 and 101 from 10 to 13/12.
MOBILITY: Shuttle – Users’ questions

**Circuit 3:**

- So far no direct complaint. Issue did not appear in the mobility survey. Circuit 3 is long as meant for the needs of all. Difficult to increase this service as there is a limited amount of users. This issue won’t arise during LS2.

**Car sharing:**

- Not possible to implement a different car sharing policy for shifters only. Current service is the best possible at no cost for users.
MOBILITY: TPG updates

http://www.tpg.ch/fr/nouveautes-du-9-decembre-2018
4. ASSISTANCE

For any assistance regarding CERN cars (breakdown, tires, battery...):

- During working days:
  - service-desk@cern.ch
  - Phone: +41 22 767 7777
  - Bldg: 55-2
  - Opening hours: from 7.30 a.m. to 6.30 p.m. (Monday to Friday).

- Outside working days:
  - PEUGEOT Assistance
  - Phone: 0800 55 50 05 from Switzerland and +41 44 746 23 95 from abroad

For any assistance regarding vehicle access, bookings, on-board computer...:

- Mobility 24/7 Service Center
  - Phone: 0848 824 812 from Switzerland and +41 848 824 812 from abroad
French temporary registration certificate (CPI) for K & CD licence plates:

- Meeting between CERN and French Customs Authorities was scheduled on 29.11.2018

- CERN is in contact with the French administration to reduce the delay to get the temporary registration certificate (CPI) => it takes around 2.5 months at the moment
CATERING : R1 – Renovation works

Area closed as from 7/12/2018 15h00
Painting and floor works
In operation on 7/1/2019

Area closed from 1/1/2019-28/1/2019
Painting and floor works
Glass-Box closed during that period

Painting and floor maintenance during CERN closure
CATERING: R1 – Furniture renewal

- All the furniture will be replaced: 7/1/2019
- 865 seats: increase of capacity by 105 seats (as a reminder approx. 2200 meals/day)
CATERING: R1 – Maintenance

- New washing tunnel to be installed in January (18-20/01)
- Limited impact on customers, disposable plates will be provided
- Performance is expected to be higher (quantity and speed)
CATERING: R2 – Additional furniture

Choice being fine tuned and will then be submitted to HSE for approval.
CATERING: Other projects 1/3

- **CAFETERIA 13**: Investigation potentiel change of furniture. Increased capacity to be validated by HSE.
CATERING: Other projects 2/3

- **GRAB&GO**: Expansion project under study. Technical impact quite important (electricity & HVAC) and escape routes to be validated.
• **R2 – KITCHEN FLOOR RENOVATION:**
  • Important security risk for kitchen staff.
  • Kitchen closure over a 2 months period.
  • Alternate catering solutions to be studied.
  • Important impact on R2 operations but restaurant will remain open.
**CATERING : Consultancy**

- External review still ongoing (Phase 2 restitution)

### Phase 1
- Analyse de la relation contractuelle et commerciale entre le CERN et ses prestataires
  - Réunion de démarrage et de cadrage de la mission
  - Collecte et analyse des ressources documentaires fournies par le CERN
  - Relevé des prestations fournies sur chaque site ainsi que des conditions d’exploitation afférentes (3 restaus, 7 cafétérias, DA*)
  - Entretiens qualifiés avec les interlocuteurs désignés (CERN et prestataires)
  - Audit technique et inventaire des matériels d’exploitation, évaluation du degré d’usure et/ou d’obsolescence des équipements, identification des points critiques (régl. sanitaire, cap. de production et d’accueil), évaluation de la pertinence de l’utilisation des moyens mis à disposition des prestataires
  - Restitution commentée de la Phase 1

### Phase 2
- Recommandations en termes de stratégie d’offre et de contractualisation pour le futur
  - Elaboration des scénarios «restauration» envisageables sur le mode «champs du possible» (travail mené en interne dans un 1er temps)
  - 2 séances de travail sur les scénarios envisagés avec le CoPIL du CERN : Sessions de brainstorming, Mise en évidence des avantages vs. inconvénients associés à chaque scénario Premiers arbitrages
  - Consolidation du scénario futur retenu par le CoPIL : évaluation des impacts, évaluation macro-économique des coûts de fonctionnement et élaboration des schémas fonctionnels types
  - Définition des modes de contractualisation : type(s) de contrat, KPI’s, partage des coûts d’investissements et des responsabilités, stratégie de consultation et/ou d’allotissement éventuel
  - Restitution commentée de la Phase 2

### Phase 3
- Etude de faisabilité sur la base du scénario-cible retenu pour chaque pôle de restauration
  - Etude de faisabilité (plans à l'échelle, évaluations travaux et équipements) sur la base d'une étude par pôle de restauration existant (3)
  - Phasage des travaux pour chaque pôle et de manière globale,
  - Proposition des solutions "restauration" temporaires ou alternatives si nécessaires (fonction de la nature et du phasage des travaux envisagés ci-dessus)
  - Restitution commentée de la Phase 3
• **Terrace all year round:**
  - We are investigating this possibility and will present it to the next CSR meeting.

• **«Service à table» corner:**
  - This point will be addressed to the CSR for decision.

*Restaurants’ questions and issues can be brought to the CSR at anytime by the ACCU permanent representative to the CSR.*
Why this EDH doc has been modified?

- A better understanding
  - Fields & questions marks review
- Decreasing errors:
  - Compulsory fields / (somes fields removed)
    - Shipping type
    - Pick up location
    - Delivery address
    - Shipping costs
    - Duration/Reason
    - Transport informations
    - Number & dimensions of parcels
    - Others comments
  - Speed up the shipping process
SECURITY & WORKS: Entrance E

- Improvement of the entrance capacity
- Work started: 1\textsuperscript{st} August 2018
- Work ended: November 2018

Proposal from the CCPG to have a stop at the entrance E for the new shuttle on request
SECURITY: Entrance E

- WAY IN:
  - Double access lane to enter the site
  - Faster retraction and less plugging
  - Safer soft mobility access
SECURITY: Entrance E

- WAY OUT:
  - Independent pedestrian and bicycle access
WORKS: Entrance SM18

- Improvement of the access control
- Work started: 26 November 2018
- Word end (Black top) : February 2019
WORKS: Prevessein crossroad

- Civil engineering & road works: April to end July 2018
- Installation temporary traffic lights: mid May 2018 -> 13\textsuperscript{th} September 2018
- Definitive traffic lights: 14\textsuperscript{th} Septembre 2018
- Observation of the traffic during four weeks (lots of claims)
- Final tuning of traffic lights 16/10/2018 (no more claims since)
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

REMINDER!
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 route Feynman.

**REMINDER!**
• Works completed! Salam road reopened.
  • 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.
Trees on CERN site:

• “Few years ago a lot of trees along CERN roads were removed. Would it be possible to make CERN more green?”

- CERN has a replant programme and is also following the Geneva Canton directive on tree replacement. A series of sick trees has been removed for security reasons but replantation is done on a regular basis during development work (e.g. outside day care facility, around parking 4-5 etc.)
Many thanks for your attention!