SMB Service Status
ACCU – 123rd Meeting
SMB

www.cern.ch

Tuesday, 5th March 2019
AGENDA

• Service Management & Support
• Site Services
  • Housing
  • Mobility
  • Installation
  • Catering
• Site Security
• Site Engineering
• AOB
5 years’ Human generated tickets trend

2018: 319483
Human generated tickets

2018: 113655
Service Desk handled tickets
Quarterly feedback & Request volumes

Top 10 Feedback

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!
HOUSING: Reservations

- Dip in number of reservations in 2016
- Continued increased pressure in the past two years
January occupancy consistently on the rise
Positive trend since traditionally a low occupancy month
Marginal increase (2%) of nights emanating from individual reservations
Increase of Group and Block reservations by 22% - coincidence or indicator that organisers are trying to utilise low occupancy months. To be seen over time.
Increased need for long term stays in St Genis linked to LS2
July nearly full in St Genis, some availability still in Meyrin
• New procedure has increased visibility substantially
• Manual and error prone, but very good outcome – only 0.3% of the cancellations treated manually without cancellation reason since 01/09/18

<table>
<thead>
<tr>
<th>Cancellation Reason</th>
<th>% of Total n° of Cancellations (10.7 k)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No-Show</td>
<td>0%</td>
</tr>
<tr>
<td>Force Majeur</td>
<td>0%</td>
</tr>
<tr>
<td>Change of Room Type</td>
<td>3%</td>
</tr>
<tr>
<td>Double Reservation</td>
<td>6%</td>
</tr>
<tr>
<td>Date Modification</td>
<td>13%</td>
</tr>
<tr>
<td>Merge</td>
<td>25%</td>
</tr>
<tr>
<td>Cancellation</td>
<td>53%</td>
</tr>
</tbody>
</table>

- Change of Room Type: Blocks room type for dates that are later released – room unavailable for others.
- Double Reservation: Room type reserved on web-booking AND directly with hotel reception and thus blocks two rooms for same dates.
- Date Modification: Blocks room type for dates that are later released – room unavailable for others.
• 22% of cancellations due to modifications effectively block rooms for other users. These modifications are on average done 17 days before foreseen arrival.

• 25% of cancellations due to merge have no impact on other users.

• 53% of cancellations are done at latest 48h before foreseen arrival. On average these are done 12 days before foreseen arrival. Huge impact on available capacity.

A study is under way to identify possible solutions
BUILDING 39:
- **UPDATE** - *Leak on the main water supply valves. Replacement in December:*
  - Works done, no major issue reported.
- **UPDATE** - *8 rooms will be renovated due to water leak damages:*
  - Works on-going. Due to be completed by the end of May.

BUILDING 38:
- **UPDATE** - *Kitchen closed in January due to a plumbing issue in above room on first floor (room OOO):*
  - All in order / Kitchen reopened earlier than expected / No complaints recorded.
- **B38 renovation project:**
  - Following call for tender, two providers have been selected for the preliminary study.
A meeting between CERN and alfa3a (managing the Foyer Schuman) took place 12.02.19 -> Aim : discuss future of the Foyer long term

Alfa 3a open to major renovation project BUT will mean price increase !

CERN confirmed that current layout works as price IS a major concern and a long term stay solution at affordable prices is a must for CERN users.

10 year’s vision : Foyer Schuman will keep on improving the quality of the current site (including wifi issues)
HOUSING: Various

- Reduction of reservation lead time from 12 to 4 months for individuals is under implementation
- Improvement on reporting solutions – work ongoing
- Excellent results from annual safety inspections, very minor remarks mainly in non public areas.
HOUSING : User’s question

• “Problems with finding place in CERN hostels”:

  ➢ Block Reservation Cancellation/Modification Policy (ref. CERN Booking Rules [http://smb-dep.web.cern.ch/en/CERN_Housing/Booking_Rules]) :

    • For the organiser:
      • Beds not confirmed will be automatically released by 14:00 (CET) 30 days before the foreseen day of arrival.
      • 100% of the initially reserved quota can be cancelled free of charge until 14:00 (CET) 30 days before the foreseen day of arrival.

    • For the guests (group members):
      • Cancellation and modification is accepted free of charge until 14:00 (CET) 2 days before the foreseen day of arrival.
      • Reduction of length of stay is accepted free of charge until 12:00 (CET) on the day of departure.
      • In case of no-show the first night of the reservation is charged at 100% to the supplied means of financial guaranty. The rest of the stay is automatically cancelled by 12:00 (CET) on the day following the no-show.

  ➢ Cancellations reasons reminder : 53% = due to pure cancellation of stay + 22% = due to various types of modification of stay -> major impact on availability to users in need!

  ➢ REMINDER : Improvised dormitories are prohibited for obvious safety reasons!
Addressing noise issues:

- Reception can be reached at Tel. +41 22 767 44 81
  - Mon-Fri 07:30 am to 01:00 am
  - Sat-Sun 09:00 am to 01:00 am

- Out of these hours, CSA can be contacted @ +41 22 767 88 77 or +41 22 767 88 78

REMINDER:

- Hotel Rules – Code of conduct

"3. During the quiet hours from 11pm to 7am, guests shall be particularly considerate and refrain from any conduct that could disturb others in the vicinity."
MOBILITY: Bikes - Update

- Delivery for new bikes (150) expected with delay
  ➢ New estimate arrival mid-April (due to late supplying of the integrated gears)
- CERN bike fleet will be adjusted to 530 (discrepancy due to loss/OutOfOrder/stolen)
- A second order is planned in 2019
**Bikes' maintenance:**

- Each bike is systematically reviewed after each bike rental period (maximum after 6 months of usage).
- This process is registered in Service Now, and the service in charge can’t rent a bike without completing this step.
- Each bike is physically brought back to the workshop (bldg.130) for inspection: technical and security check.

![Bike Diagram and Workshop Image]
**Bikes' maintenance:**

- It can happen that after a few weeks of storage that the bike tires are no more properly inflated. Therefore a self service pump has been installed.

- Should any other issue arise, user's are asked to report them immediately to the Mobility Center reception.
MOBILITY: Car fleet

- **LS2 cars' distribution ongoing** (Mostly Peugeot Rifter)

- **CERN fleet renewal**: Call of tender has been submitted for fleet renewal
MOBILITY: Shuttle

• Regular circuits timetables:
  ➢ On going study of various propositions regarding the adjustment of shuttle timetables in order to:
    ➢ Reinforce axis Meyrin-Prevessin (line 5)
    ➢ Ensure capacity to and from Foyer Schuman (line 2)
    ➢ Ensure capacity of airport shuttle at peak hours (line 4)
MOBILITY & WORKS: TPG Prevessin

- Prevessin crossroad
- New bus stop line 66 Prévessin site – foreseen in 2019

Final layout
**Car sharing misuse:**

- **CERN conditions of use:**
  - From 8.00 a.m. to 6.00 p.m. for a **maximum continuous period of 4 hours**
  - From 6.00 p.m. to 8.00 a.m. for a **maximum continuous period of 14 hours**
  - All car-sharing vehicles must be returned on time to their original pick-up location at the end of the reservation

- **Misuse management:**
  - Mobility.ch issue a weekly report to CERN
  - In case of misuse, reminders are sent to the user
  - After 3 reminders, access are revoked for a 6 months' period

**REMINDER:**

- Car sharing conditions of use:

  [https://smb-dep.web.cern.ch/en/Mobility/Car_sharing_Mobility](https://smb-dep.web.cern.ch/en/Mobility/Car_sharing_Mobility)

  "In the case of repetitive misuse (abusive reservation times, private use, no shows etc...), CERN reserves the right to revoke the Mobility card, therefore refusing the possibility of using the service."
MOBILITY: Car sharing 2/2 - Users’ question

- Misuse reasons:
  - *Abusive reservation time* = original reservation of more than 4H or 14H
  - *Vehicle not returned to station* = when a user inform the MC that the car is not at its supposed location for pick up
  - *No-show* = vehicle is not picked up – no automatic release possible with current system

- CERN is limited by the Mobility.ch platform capabilities

- Car sharing = Free service to users counting on the respect of all!
Green plates' requests – New procedure:
- New form via Service Now to be submitted: Car VAT exclusion request (K or CD series).
- Green plates will be produced by the CERN’s workshop FREE OF CHARGE.

In 2018: 248 green plates applications were submitted.

Currently:
- 50 green plates applications have to be approved by the French authorities (applications sent from mid-December to end of February).
- 26 people are waiting for a CPI (the remaining do not need CPI)
- Current average waiting time for CPI: 2.5 months – WHEN ALL DOCUMENTS ARE CORRECT
- Current average waiting time for "carte grise": 3 months
- Paperless "DEFI" project has been abandoned by French authorities!
Industrial Exhibitions – Visit of firms

- In **2018**, 2 industrial exhibitions and 5 visits of firms were organised:
  - **Industrial Exhibitions**
    - Pakistan@Cern, 9 firms
    - France@Cern, 42 firms
  - **Visit of firms**
    - Holland@Cern, 28 firms
    - Slovakia@Cern, 8 firms
    - Denmark@Cern, 10 firms
    - Spain@Cern, 49 firms
    - UK@Cern, 25 firms

- **Upcoming in 2019**:
  - 7/8 mars Sweden@Cern
  - 2/4 avril Poland@Cern
  - 3/7 juin Holland@Cern
  - 7/8 octobre Slovenia@Cern
  - 15/16 octobre UK@Cern
  - 14/15 novembre Norway@Cern

- **2020**:
  - 1/2 avril Denmark@Cern
CATERING: Contract management

• Two new Contracts in preparation:
  
  • Aim:
    • Consolidation of responsibilities
    • Consolidation of terms & conditions
    • Implementation of investment' plan

  • Contracts:
    • Restaurant No.2, cafeterias and vending machines located on Meyrin site;
    • Restaurant No.3, coffee points located on Prevesissin site.

• Start date May 2019
CATERING: R1 - Update

- Renovation work (painting and floor) done!
- All the furniture was replaced
- Increase of capacity by 105 seats
- New washing tunnel was installed
CATERING: R2 – Additional furniture

- New furniture validated by HSE
- To be installed in May 2019
- 22 additional seats
R2 – Landscaping

504 Travaux paysagers

M1: 50 m²
M2: 25 m²
M3: 25 m²
M4: 20 m²
M5: 200 m²
M6: 175 m²
M7: 350 m²
M8: 25 m²

H1: 7 ml
H2: 10 ml
• Change of furniture planned for second half of March 2019.
Assessment following reminder by CSR in January 2018:

https://home.cern/news/announcement/cern/return-restaurant-items

<table>
<thead>
<tr>
<th>Item</th>
<th>R1 Inventory 02/2018</th>
<th>R1 Bought 2018</th>
<th>R2 Inventory 02/2018</th>
<th>R2 Bought 2018</th>
<th>R3 Inventory 02/2018</th>
<th>R3 Bought 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knife &quot;Style&quot;</td>
<td>1500</td>
<td>852</td>
<td>979</td>
<td>608</td>
<td>230</td>
<td>192</td>
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<tr>
<td>Fork &quot;Style&quot;</td>
<td>1526</td>
<td>2376</td>
<td>871</td>
<td>900</td>
<td>269</td>
<td>252</td>
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<tr>
<td>Table spoon &quot;Style&quot;</td>
<td>230</td>
<td>144</td>
<td>532</td>
<td>204</td>
<td>20</td>
<td>204</td>
</tr>
<tr>
<td>Coffee spoon &quot;Style&quot;</td>
<td>0</td>
<td>300</td>
<td>192</td>
<td>0</td>
<td>56</td>
<td>108</td>
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<tr>
<td>Coffee spoon &quot;Eco&quot;</td>
<td>0</td>
<td>0</td>
<td>600</td>
<td>200</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Glass &quot;Habana&quot;</td>
<td>1489</td>
<td>1320</td>
<td>1145</td>
<td>1008</td>
<td>450</td>
<td>200</td>
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<tr>
<td>Water jug 140cl</td>
<td>200</td>
<td>150</td>
<td>193</td>
<td>40</td>
<td>0</td>
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<tr>
<td>Water jug 95 cl</td>
<td>0</td>
<td>312</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
</tbody>
</table>
• **Terrace all year round - Update:**
  ➢ They are back and spaces will remain available all year round.

• **«Service à table» corner - Update:**
  • Principle:
    • Maximum capacity alloud : 50
    • Tables are freed if not reserved before 12H00
    • Complementary to the R2 Brasserie offer
  • Special events:
    • Raclette x 40 per day
    • Fondue x 30 per day

*REMINDER : Restaurants’ questions and issues can be brought to the CSR at anytime by the ACCU permanent representative to the CSR.*
MOBILITY: Exit @ entrance E

- Major improvement of exit flow
- Exit of vehicles on two lanes
- Upstream access card control
- Average waiting time at exit: 2mn15
- Max. waiting time: 5mn between 5PM and 6PM
MOBILITY: Flow management

• WHERE : Gate B
• WHY :
  • Optimize flow
  • Reduce waiting time at peak hours
• HOW :
  • Study waiting time at peak hours in order to analyse if it was the gate or the traffic lights slowing down the traffic.
    • Gate remaining open (one week)
    • Gate opening after plate reading (one week)
  • Monitor traffic flow towards France (anonymously)
    • Towards Route de l’Europe (-> Prévessin site)
    • Towards Porte de France (in order to evaluate % of vehicles using gate B instead of E)
• RESULTS : Collection of datas ended last week. Results and potential improvements to follow.
SECURITY: Entrance SM18

- New quick opening gate
- Separate access for pedestrians
WORKS: Porte de France

- Restructuring of Porte de France: new crossroads

Indicative Timeschedule

<table>
<thead>
<tr>
<th>Prestations</th>
<th>Fin 2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Validation et choix de la solution à mettre en œuvre</td>
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<tr>
<td>Montage, lancement et attribution d’un marché de maîtrise d’œuvre</td>
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<tr>
<td>Réalisation de l’avant-projet avec recensement problématiques réseaux</td>
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<tr>
<td>Pilotage/réalisation des dossiers réglementaires (FFHN, loi sur l’eau, ...)</td>
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<td></td>
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<tr>
<td>Projets/DCEs du travaux</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Début des travaux</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
WORKS : Bois Candide (LHCb P8)

- New Crossroads

Indicative Timeschedule

<table>
<thead>
<tr>
<th>Prestations</th>
<th>Fin 2018</th>
<th>2019</th>
<th>Début 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finalisation du projet/DCE de travaux et lancement de la consultation</td>
<td></td>
<td></td>
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<tr>
<td>Finalisation des négociation d’acquisitions foncières</td>
<td></td>
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<tr>
<td>Travaux</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Finitions au besoin</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Juin à Décembre</td>
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</tbody>
</table>
WORKS: Esplanade des Particules

- Target completion: end June 2018
- Official inauguration: 28th September 2018
- New CERN address (385 rte de Meyrin)
- Etat de GE shall still modify the bicycle-way of entrance A roundabout beginning 2019, improvement
WORKS: R2 Car park

- Works completed – Parking capacity increased from 60 to 79.

Before works: 60 car park spaces, including 2 for buses (in yellow) + 9 behind the restaurant

After works: 79 car park spaces including 2 for reduced mobility (in yellow) + 1 for motorcycle (in orange) + 9 behind the restaurant
• **Litter along roads or green spaces:**

- Waste management by SMB
- Inside buildings: SIS – Cleaning
- Roads and green spaces: SE – Green spaces
- Collection: SC – Waste management

- Please send tickets (ideally with pictures) should an intervention be needed so that the proper service is promptly contacted for action.
Many thanks for your attention!