SMB Service Status
ACCU – 125th Meeting

www.cern.ch

Tuesday, 17th September 2019
AGENDA

• Service Management & Support

• Site Services
  • Housing
  • Catering
  • Installation
  • Mobility

• Security Service
SERVICE MANAGEMENT: Volume Report

Human generated tickets trend

Continuous growth

Top 10 this year

Top 10 last 3 months
Your Feedback Matters

Quarterly feedback & Ticket volumes

Feedback reduced to 6% of all “human” tickets. 2% of these are negative.

Only 0.14% of all tickets get a negative feedback!
### HOUSING: Occupancy - Apartments

<table>
<thead>
<tr>
<th>Apartment</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>03BO72</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>04TA65</td>
<td>84%</td>
<td>61%</td>
<td>80%</td>
<td>75%</td>
</tr>
<tr>
<td>06TA03</td>
<td>84%</td>
<td>95%</td>
<td>79%</td>
<td>68%</td>
</tr>
<tr>
<td>07BO72</td>
<td>31%</td>
<td>61%</td>
<td>54%</td>
<td>41%</td>
</tr>
<tr>
<td>15TA83</td>
<td>88%</td>
<td>77%</td>
<td>92%</td>
<td>58%</td>
</tr>
<tr>
<td>17TA83</td>
<td>85%</td>
<td>91%</td>
<td>100%</td>
<td>87%</td>
</tr>
<tr>
<td>60PL43</td>
<td>80%</td>
<td>69%</td>
<td>96%</td>
<td>89%</td>
</tr>
<tr>
<td>62PL01</td>
<td>91%</td>
<td>86%</td>
<td>93%</td>
<td>100%</td>
</tr>
<tr>
<td>62PL04</td>
<td>95%</td>
<td>84%</td>
<td>88%</td>
<td>97%</td>
</tr>
<tr>
<td>62PL21</td>
<td>85%</td>
<td>91%</td>
<td>96%</td>
<td>71%</td>
</tr>
<tr>
<td>62PL22</td>
<td>96%</td>
<td>86%</td>
<td>83%</td>
<td>100%</td>
</tr>
<tr>
<td>62PL26</td>
<td>73%</td>
<td>93%</td>
<td>89%</td>
<td>95%</td>
</tr>
<tr>
<td>62PL44</td>
<td>71%</td>
<td>90%</td>
<td>75%</td>
<td>81%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>82%</strong></td>
<td><strong>83%</strong></td>
<td><strong>86%</strong></td>
<td><strong>82%</strong></td>
</tr>
</tbody>
</table>

- Occupancy below 60%
- Occupancy above 90%
HOUSING: Rooms OOO - Meyrin

Nuitées Out Of Order 2018 vs 2019

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Fev</th>
<th>Mars</th>
<th>Avr</th>
<th>Mai</th>
<th>Juin</th>
<th>Juil</th>
<th>Aout</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>113</td>
<td>240</td>
<td>729</td>
<td>473</td>
<td>321</td>
<td>173</td>
<td>187</td>
<td>183</td>
<td>135</td>
<td>184</td>
<td>135</td>
<td>924</td>
</tr>
<tr>
<td>2019</td>
<td>409</td>
<td>446</td>
<td>389</td>
<td>271</td>
<td>155</td>
<td>19</td>
<td>33</td>
<td>19</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Guests continue to fill out paper satisfaction survey:
HOUSING: Volume of tickets

 Création tickets Snow, par FE, 2018 vs 2019

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel Booking Simple</td>
<td>11141</td>
<td>10128</td>
</tr>
<tr>
<td>Hotel Booking Group</td>
<td>2849</td>
<td>2997</td>
</tr>
<tr>
<td>Private Market</td>
<td>4837</td>
<td>3871</td>
</tr>
<tr>
<td>CERN Apt</td>
<td>244</td>
<td>230</td>
</tr>
</tbody>
</table>
HOUSING: Guests satisfaction

863 feedback reçus – 97% Very Satisfied/Satisfied
HOUSING: Infrastructure renovations

• **BUILDING 38 – Renovation Project:**
  - Architectural and technical plans finalised and approved;
  - Launching of the procurement process on-going;
  - Start of the works planned before end of year.

• **BUILDING 39:**
  - Complete report of works to be done finished;
  - Planning and funding of the works currently under study.

• **APARTMENTS:**
  - On-going study to assess renovations works required as well as replacement of furniture.
HOUSING: Upcoming

- Complete review of Property Management System – Version upgrade early 2020

- Rules and procedures on the use of the kitchen facilities currently being revised:
  - to facilitate the use by all clients
  - To decrease the quantity of leftovers when clients depart

- On-going review of private market management in order to simplify process with more direct access to landlords
HOUSING: Foyer Schuman

- Major internet issue over the summer – now fixed:
  - Foyer Schuman was very reactive
  - Guests were moved to the other building
  - Financial compensation

- Summer improvements:
  - Outdoor pic-nic tables;
  - Ping-pong table;
  - Baby-foot.

- Room rates to increase as of January 1\textsuperscript{st}, + 1.53%.

<table>
<thead>
<tr>
<th></th>
<th>Chambres</th>
<th>Chambres cabines</th>
</tr>
</thead>
<tbody>
<tr>
<td>séjour longue durée (+ de 10 jours)</td>
<td>19.00 €</td>
<td>29.95 €</td>
</tr>
<tr>
<td>séjour passager (± de 10 jours)</td>
<td>23.95 €</td>
<td>33.50 €</td>
</tr>
</tbody>
</table>
CATERING: News & Information

- Lunch checks’ implementation feedback very positive, both from organizer and guests. Fine tuning still on-going.

- Student’s summer discount applicable to **all students** (during summer time only):
  - ✔ fulfilling the criteria:
    - ✔ born from 1994;
    - ✔ with a one month contract minimum with CERN;
    - ✔ Holding a student card.
  - ✔ When: From June 15th to September 15th;
  - ✔ What: 10% discount at the CERN restaurants R1 and R2;
  - ✔ How: Full details and ID badge provided by secretariats.

- IP telephones:
  - ➢ Analog phones dismantling project;
  - ➢ Sockets and telephones will be installed before end of the year in R1 & R2 to replace existing public phones;
  - ➢ Socket installed already in R3 -> telephone soon available.
reCircle @ CERN

- The concept aims to reduce disposable lunch boxes in restaurants in favour of reusable containers, the reBox;
- Each reBox is available for a deposit of CHF 10.- in more than 900 partners throughout Switzerland;
- Client can bring the reBox back to a takeaway partner and get their deposit back or a new reBOX, or they can keep it and reuse again. If damaged it can be exchanged for a new one, free of additional costs;
- At CERN, as from September 2\textsuperscript{nd}, 2019
- R1 and Grab&Go
- Communication: Flyers, news and animation

https://www.recircle.ch/
CATERING: Sustainability (2/3)

- Waste management campaign in June:
  - GreenOffice countainer implemented in all restaurants and cafeterias
  - Investment: Novae CHF 11'500
  - Novae’s feedback:
    - 350 questionnaires filled
    - 100 persons agreed to participate to a «zero waste» test
    - Coffee vouchers offered by Novae

- Plastic cups @ restaurants:
  - Plastic cups can be replaced by eco-friendly version possible but x2 in price that will need to be impacted somehow
  - Implementation of reusable plastic cups @ R1. 250 cups available August 1st, 80 left August 31st! Additional 250 available from September 1st
  - Clean glasses rack management to be improved (size of glass, rack, dishwashing)
CATERING: Sustainability (3/3)

- Single use cups in vending machines:
  - Compostable paper cups are already available in most of the selling points (restaurants & cafeteria)
  - “No cup" options starting to be implemented. Several type of vending machines are on site, not all can offer the same options. Tests on-going.
  - New test on-going to use compostable paper cups in all machines (previous test not conclusive-machine was tearing the cup apart)
The issue of material vanishing is not improving. The impact is on the service and financial. The quantity is not standard breakage or loss ratio for this type of service. Reminders have not been conclusive and financial impact on restaurants’ users might occur.

Statistics from January 2017 to July 2019 for R1 (water jugs, glasses and cutlery only):

<table>
<thead>
<tr>
<th>ITEM</th>
<th>QUANTITY</th>
<th>UNIT PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eco Valmy cuillère café</td>
<td>5436</td>
<td>0.16</td>
<td>869.76</td>
</tr>
<tr>
<td>Habana verre 22cl</td>
<td>3048</td>
<td>0.78</td>
<td>2377.44</td>
</tr>
<tr>
<td>Pichet transparent 140cl</td>
<td>252</td>
<td>7.58</td>
<td>1910.16</td>
</tr>
<tr>
<td>Pichet transparent 95cl</td>
<td>458</td>
<td>7.17</td>
<td>3283.86</td>
</tr>
<tr>
<td>Style 180 couteau de table monobloc</td>
<td>3224</td>
<td>2.48</td>
<td>7995.52</td>
</tr>
<tr>
<td>Style 180 cuillère café</td>
<td>600</td>
<td>1.65</td>
<td>990</td>
</tr>
<tr>
<td>style 180 cuillère de table</td>
<td>1044</td>
<td>1.65</td>
<td>1722.6</td>
</tr>
<tr>
<td>Style 180 fourchette de table</td>
<td>6431</td>
<td>1.65</td>
<td>10611.15</td>
</tr>
</tbody>
</table>

CHF 29760.49
To answer the increasing number of users and visitors that led to overcrowding of R1 & R2;
The need to find rapid & easy & low cost solutions to the current situation;
Economical & flexible solution.

FOOD TRUCK:
- Started April 10th
- Locations:
  - Mondays – B183
  - Wednesdays – Idea Square
    (move on the Globe side under study)
  - Fridays – B506 (Heliport)
  - FR locations still not validated
- Updated information can be found under “Life at CERN” section
  https://novae-restauration.ch/menus/menu-week/cern-api/105
- News published:
 Client attendance lower than expected – between 18 & 28 meals per day
 Not financially sustainable for Novae
 Food truck season ending end of October
FOOD TRAILER:
- Should start June 11th from 11:30
- Location:
  - R1 terrace
- Throughout summer season, weather permitting
- Menu selected weekly:
  - Bagel store: veggie chèvre, chicks peper, slamon, Louisiana…
  - Foccacias; Maxi hot dog
  - Fish and chips; Chiken wings
  - Tortillas, burritos, enchiladas, quesadillas, tacos, wraps
  - Poke bowl (protéine animale), buddha bowl (végétarien ou végétalien
  - Paella, kebab, pad thai, nasi, bami, chili, risotto, soupe pistou, brochettes, pulled pork…
  - Crêpes, hot dog, sandwiches, sandwiches chauds, wraps, salads...
- Soft drinks & one dessert per day
- Communication:
  - Via restaurants’ screens and paper display
  - Via menu published under “Life at CERN”
  - News to follow
Client attendance lower than expected
In August, only opened for private parties
Not financially sustainable for Novae
Food trailer season ending after Open Days
Good test to see if investment for the container project in R1 terrace is worth it -> not conclusive
CATERING: Private parties - Terraces

- Private parties on terraces difficult to manage
- RQF via SNOW by organiser 24h in advance (mainly to inform security)
- Form is under study (same as request for drinks in R1 extension)
- Novae need to be informed in order to avoid conflicting events
CATERING: Service Portal @ NOVAE

For better consistency and follow up in requests and incidents handling:

- Requests and Incidents now ALL treated with SNOW
- Introduction of new forms in the service portal (more to come)
- Automatic workflow and implementation of templates to ease admin
- Compliant with contracts and Host States customs’ regulations
From January to August 2019:
- 171 green plates applications have been submitted.

Currently:
- 34 green plates applications have to be approved by the French authorities (applications sent since April).

Green plate to French license plate:
- formalities can be carried out through France Connect,
- OR via the “Gexpress Carte Grise” registration agency in Ornex,
- OR any other authorized agency or garage.
Industrial Exhibitions – Visit of firms

- **Visit of firms**
  - 19/20 September, Italy@Cern
  - 9/10 October, Slovenia@Cern
  - 15/16 October, UK@Cern
  - 14/15 November, Norway@Cern
  - 1/2 April, Denmark@Cern

- **Industrial Exhibitions in 2020**
  - 18/19 November, France@Cern
MOBILITY: Bikes (1/4)

- CERN bike fleet @ 500
  - Few bikes lost/stolen/out of order during this summer!

- Summer students wave covered by the service $\rightarrow$ no disruption

- An additional order has been placed to continue fleet renewal
• Status of bikes lost / stolen / out of order this summer (July & August 2019)
MOBILITY: Bikes (3/4)

- Maximum number of bikes in use per month YTD

- This graph shows that the need for bikes never reached 500 (current bike fleet)
MOBILITY: Bikes (4/4)

- Bike shelters:
  - Full inventory done over the summer
  - 1302 bike shelters spaces available on site
  - GIS has been updated
  - Actions will be taken in accordance with the Mobility Plan

Bikes shelters at CERN sites

- MEYRIN East: 757
- MEYRIN Middle: 316
- MEYRIN West: 78
- PREVESSIN: 123
- POINT 1 LHC/LEP: 28

- MEYRIN
- PREVESSIN
- POINT 1 LHC/LEP
• Preparation for the fleet renewal with the departemental fleet coordinators being finalised

- First car deliveries expected beginning 2020

<table>
<thead>
<tr>
<th>CURRENT CATEGORIES - LONG-TERM LOCATION</th>
<th>FUTURE CATEGORIES - LONG-TERM LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECMN</td>
<td>ECMN (2 portes, 5 places sans clim)</td>
</tr>
<tr>
<td></td>
<td>Emission CO2 (g/km) : 86</td>
</tr>
<tr>
<td>CKMN</td>
<td>CKMR (2 portes, 2 places, fourgon et clim)</td>
</tr>
<tr>
<td></td>
<td>Emission CO2 (g/km) : 109</td>
</tr>
<tr>
<td>CDMN</td>
<td>CDMR (2 portes, 5 places, et clim)</td>
</tr>
<tr>
<td></td>
<td>Emission CO2 (g/km) : 126</td>
</tr>
</tbody>
</table>
**MOBILITY: Car fleet renewal (2/2)**

### SHORT TERM RENTAL – CURRENT:

<table>
<thead>
<tr>
<th>Economique</th>
<th>Compacte</th>
<th>Routière</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECMN</td>
<td>CDMN</td>
<td>SVMR</td>
</tr>
<tr>
<td>Peugeot 108</td>
<td>Peugeot Partner</td>
<td>Peugeot 508 Manual</td>
</tr>
</tbody>
</table>

- **ECMR**
  - Fiat 500

- **EDMR**
  - Peugeot 208 Manual

- **EDAR**
  - Peugeot 208 Automatique

### SHORT TERM RENTAL – FUTURE:

- Volume will remain the same (complete study undertaken)
- Review of car model split to better suit customer’s needs
- Additional «economy» and more comfortable vehicles for long distance drives to replace CDMN Peugeot Partner
- Price list will remain the same!
MOBILITY: Shuttle (1/4)

- Successful summer students shuttle service during July and August 2019

- Implementation of new shuttle stop structure at the R2:

Before

![Before Image](image1)

After

![After Image](image2)
• Regular circuits timetables:

  ➢ Quality of service in regards to timetable remains a priority:
    ➢ On-going monitoring
    ➢ Better information to users
    ➢ Statistics in order to find corrective measures
    ➢ Traffic jam remains our biggest challenge

  ➢ Friendly reminder: Make sure to be present at the shuttle stop a bit earlier than the expected departure
MOBILITY: Shuttle (3/4)

- Regular circuit 4 (airport) monitoring - YTD

Delays in minutes YTD - Circuit 4

- < 2 mins: 82%
- > 2 et < 5 mins: 11%
- > 5 et < 10 mins: 3%
- > 10 mins: 4%
• Regular circuit 2 (FH Schumann) monitoring - YTD
MOBILITY: Car sharing

- Misuse Details for the last 3 months:
  1. *No-show* = vehicle is not picked up – no automatic release possible with current system
  2. *Abusive reservation time* = original reservation of more than 4H or 14H
  3. *Vehicle not returned to station* = when a user inform the MC that the car is not at its supposed location for pick up

[Bar chart showing misuse details for June, July, and August 2019]
Mobility @ CERN
public presentation to take place
this Friday 20/09/19
in the main Auditorium
SECURITY SERVICE: Driving vehicles on CERN sites

The French traffic rules applies to the French part of CERN AND
The Swiss traffic rules applies to the Swiss part of CERN

You must respect these rules at anytime

If an accident occurs:
- with private material damage: fill in an amicable accident report to be sent to your insurance company. If the owner is not available (parked vehicle) call CSA (78877) who will put you in touch with him/her.
- with CERN material damage: call the CSA (78877)
- with physical injuries: call the CSA (78877), the Swiss or French authorities will come to fill in the report.
CERN-specific rules of conduct:

The general speed limit is **50 km/h**
(It can be reduced occasionally in specific zones)

Vehicles, other than two-wheelers, may not overtake other vehicles
You must stop and give priority to pedestrian entering protected crossings.

Pedagogical radars are installed in specific locations that display your speed.
For all your questions regarding security at CERN:

Sites-security@cern.ch
Many thanks for your attention!