89th ACCU Meeting
8th September 2010
Contents

1. Cyclists Safety
2. Restaurants
3. Green spaces
4. Shipping (AMS experiment)
5. Mobility and transport
   a. Mobility study in collaboration with Athens University
   b. Mobility concept test with HERTZ
6. CERN Hotel
   a. Program of works
   b. Statistics
   c. Hotel Poll (from ACCU)
   d. Future developments
Cyclists Safety

Because of several accidents involving Cyclists, PH and GS Departments decided that:

1. CERN Stores will standardize crash helmets and fluorescent jackets;
2. Make them available for CERN users via the PH car pool.
Restaurants

Extension of Restaurant Nr. 1:
1. All work will be terminated by mid October;
2. Delivery of furniture: 3rd week of October;
3. Restaurant will be fully opened to customers at the end of October.

Restaurant Nr. 2:
1. On going asbestos removal;
2. All work will be terminated by end of September;
3. Restaurant will be fully opened to customers beginning of October;
4. Study for space optimization will start in October.
As from 19 April 2010, in collaboration with Restaurant No. 1, implementation of a CERN Hotel online food store

Only 10 users since April...

1. Does this service has an added-value?
2. Do we have to modify something?
3. Should we stop?
4. Offer something else?

We need your feed back!

September ACCU Meeting – I. Mardirossian/V. Marchal
The Shipping Service was in charge of:

1. Supporting AMS experiment for all related shipping matters;
2. Organising with the French customs the exportation from France to Geneva Airport of the goods;
3. Preparing all IATA documentation (Dangerous goods declaration to be provided, as shipment contains compressed gas such as Xenon, carbon dioxide, Ammonia...);
4. Organising the transport involving 6 trucks (3 on 20.08.10, 1 on 23.08.10 and 1 on 24.08.10) with a total weight of 34 834 kg, declared value of goods 1.5 billion of Euros.

Good coordination with all stakeholders: AMS; US Air Force, trucking companies, customs, Geneva airport authorities …
Mobility and Transport

1. **Regular shuttles:** Since the 1st of February, nearly **22’000 people** were transported, with a peak of users during the Summer.

2. **During our last ACCU meeting in June, new timetables** for the airport were presented. As no feedback was received, the timetables remained unchanged until now.

   No negative feedback from CERN users community despite a reduced service of TPG Y line. **Should the existing timetable remain as it is?**

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<table>
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<th>CURRENT</th>
<th>PROPOSAL</th>
<th>Airport -&gt; CERN</th>
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<th>CURRENT</th>
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<td>18:12</td>
<td>18:12</td>
<td>0:12</td>
<td>18:04</td>
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Mobility study in collaboration with Athens University

1. Scope:
   ✓ record and analyze existing transportation conditions and needs of CERN community;
   ✓ highlight innovative solutions;
   ✓ establish a sustainable transportation system for the CERN community.

2. Progress report:
   ✓ understanding and codifying CERN vision: interviews with Directors, Heads of Departments, space managers, car fleet coordinators;
   ✓ Processing of collected data.

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September ACCU Meeting – I. Mardirossian/V. Marchal
PH/GS Car-Sharing pilot project
in collaboration with HERTZ

1. Key points
✓ 6 month pilot period starting 5 July 2010;
✓ 19 Cars are available at 9 CERN service points (one additional electrical car as from mid-September);
✓ CERN Pilot group can rent a sharing car for some hours in the framework of Operational Circular No. 4;
✓ Cars can be booked via Internet using a dedicated HERTZ website & a user id;
✓ Cars can be opened and closed using a special RFID card.

2. Progress report
✓ 215 RFID cards have been distributed;
✓ An increasing interest (end of holiday period);
✓ Positive feedback from the users.

Panel of 500 users
CERN Hotel
Summary of 2010 program of work

B. 38

1. Replacement of the kitchen, furniture (end of work mid November 2010);
2. Renovation of 15 showers (end of work December 2010);
3. Curtains to be changed in the lounges (Sept. 2010);
4. TV and international channels to be installed in the 4 lounges (Sept. 2010);
5. Creation of 2 additional hotel rooms (Autumn 2010).

B. 41

1. New individual lockers installed for clothes, suitcases and luggage (Done).
2. Luggage tables in all rooms (November 2010).

B. 39

1. Replacement of the kitchen, furniture and extension of dining rooms (end of work early January 2011);
2. Self-service computers in the lounge (Done)
3. Change of all bedside lamps (Done)
4. TV and international channels to be installed in the 4 lounges (Sept. 2010);
5. Renovation of 116 showers (end of work December 2010);
6. Replacement of furniture at the reception (Done) and the lounges (November 2010)+ reception painting (Done);
7. Curtains to be changed in all rooms and lounges (September 2010);
8. Hotel reception written on the front of the building (Done);
CERN Hotel
2011-2012 estimated program of work

B. 38
1. Centralization of fire detections (January 2011);*
2. Replacement of the wall to wall carpet of the corridors and the lounges;
3. Card security system replacing locks and keys;
4. Intervention on air extraction units;
5. All taps will be changed;
6. Replacement of old furniture in the rooms:
   1. All the rooms: office chairs, bedside lamps, telephones
   2. 3rd, 4th and 5th floors: bedding.

B. 39
1. Change of all taps in the bathrooms;
2. Replacement of the wall to wall carpet of the corridors and the lounges;
3. Renovation of the rooms: replacement of old furniture (chairs, bedding, office lamps, telephone);
4. Creation of additional hotel rooms (ex-offices);

* Building 38 will be closed during renovation in January 2011
CERN Hotel- occupancy rates (excluding St Genis Foyer)

- **2008 annual occupancy rate:** 72.5%
  (source Betisoft)

- **2009 annual occupancy rate:** 73.5%
  (source Fidelio as from July 2009)

- **2010 occupancy rate Jan-Aug:** 76.6%
  (source Fidelio)

*For information 2009 Jan-Aug: 70.7%*
### CERN Hotel 2010

<table>
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<th>Month</th>
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<th>Cancellations</th>
<th>Refusals</th>
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<td>38</td>
<td>449</td>
<td>NA</td>
</tr>
<tr>
<td>4</td>
<td>49</td>
<td>866 (Vulcan)</td>
<td>144</td>
</tr>
<tr>
<td>5</td>
<td>17</td>
<td>433</td>
<td>67</td>
</tr>
<tr>
<td>6</td>
<td>27</td>
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<td></td>
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<tr>
<td>12</td>
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<tr>
<td>Total</td>
<td>227</td>
<td>5064</td>
<td>341</td>
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### CERN Hotel 2010 – Modification of reservations as from April 2010

<table>
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<td>331</td>
<td>509</td>
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<td>5</td>
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<td>623</td>
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<td>7</td>
<td>139</td>
<td>146</td>
<td>137</td>
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<td>8</td>
<td>108</td>
<td>118</td>
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<td>Total</td>
<td>484</td>
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<td>1385</td>
<td>2492</td>
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### CERN Hotel - some figures

<table>
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<tr>
<th>Booking by</th>
<th>May 2010</th>
<th>June 2010</th>
<th>July 2010</th>
<th>August 2010</th>
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<td>1 069</td>
<td>872</td>
<td>778</td>
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<td>0</td>
<td>42</td>
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<tr>
<td>On Site</td>
<td>923</td>
<td>1 297</td>
<td>1 206</td>
<td>954</td>
</tr>
<tr>
<td>Email</td>
<td>8 218</td>
<td>8 512</td>
<td>11 880</td>
<td>10 933</td>
</tr>
<tr>
<td>Web Booking</td>
<td>1 075</td>
<td>2 057</td>
<td>2 300</td>
<td>2 782</td>
</tr>
</tbody>
</table>

**From D to D+60**
- Phone: -26%

**From D to D+120**
- Email: +160%
<table>
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<tr>
<th>Questions</th>
<th>ACCU delegates</th>
<th>French users (sample)</th>
<th>German users (sample)</th>
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</thead>
<tbody>
<tr>
<td>1  Should we open Hostel parking (buildings 39-41) for general use ?</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>2  Should we increase the number (size) of kitchens in the hostel ?</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>3  Should we extend the reservation period in the hostel from 2 to 6 months</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>4  Should we introduce electronic waiting list in the hostel ?</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>5  Do you feel the need for the extension of the hostel in order to get more beds in two years from now</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>6  With new shuttle to St Genis hostel and improvement of quality, would you agree to use St Genis instead of CERN hostel?</td>
<td>NEUTRAL</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>7  Should we transform few TV/reading/smoking areas into rooms to have more beds in the hostel in a short term ?</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
</tbody>
</table>

**Actions**
- Parking for CERN Hotel users ONLY
- 2 kitchens instead of 3
- Done as from July 2010
- In progress
- 1st step: optimization of the existing capacity
- 2nd step: a deeper collaboration with St Genis Hotel
- SLA defined with St Genis
- 8 lounges instead of 10: 2 single washbasin (28 CHF) rooms will be created in the Autumn 2010
CERN Hotel
Future developments

Web-booking enhancements
1. Possibility to book all the rooms via WWW booking:
   - Handicapped rooms [done],
   - shared room [on-going development],
   - St-Genis foyer [on-going development].
2. Long Term waiting list [on-going development];
3. Proposal for new dates in case no availability for requested and type of room requested [should be implemented in September];
4. Possibility to book a room for the 6 following months [done]

Continue to promote deals with external hostels

Decisions
1. Implement penalty for no show and late cancelled bookings waiting for legal services validation;
2. Cancel block booking and manage only group booking:
3. No overbooking;
4. Develop the collaboration with the “Foyer de Saint-Genis”, review the level of service:
   - Cleaning weekend included [in process];
   - Keys management in collaboration with CERN reception;
   - Smartening-up of the Foyer (kitchens, lounges, rooms, etc);
   - Regular quality audits.
Conclusion

Q&A and Discussion

Many thanks for your attention