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Report

SURVEY OF ALL CERN USERS AND MEMBERS OF THE PERSONNEL (CERNOIS)

Abstract

Report on the results of the survey of all CERN Users and members of the personnel on:

- Priority action areas
- Short term accommodation
- Transport
- Infrastructure at CERN
- Training, dosimeters & safety
- Availability of services & Access to the site
- Help in everyday life
- Discussion forum

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1. INTRODUCTION

In April 2009 the Director General decided to launch a global survey including staff and Users designed to establish the areas where improvements are needed and sound out ideas for solutions. The answers should help set priorities to start with most relevant actions. The questionnaire had three parts. The first one started by asking comments on specific solutions to some known problems:

- Short term accommodation
- Transport
- Infrastructure at CERN
- Training, dosimeters & safety
- Availability of services & Access to the site
- Help in everyday life
- Discussion forum

The second part asked to indicate the areas where actions are needed and to give an order of priority. Finally, the last section contained some questions about the person and the relationship with CERN.

This document contains the statistical results from the survey and a condensed version of the suggestions received.

2. RESULTS OF THE SURVEY

2.1 Sample

We received a total of 2058 answers. The population that has answered the survey follows the type of contracts (staff versus users) but has slightly more women (21% compared with 16.5% in average at CERN) and is younger. Other relevant points:

- 63% has stayed at CERN for longer than 6 months
- 42% is permanently at CERN
- 51% work most of the time at CERN

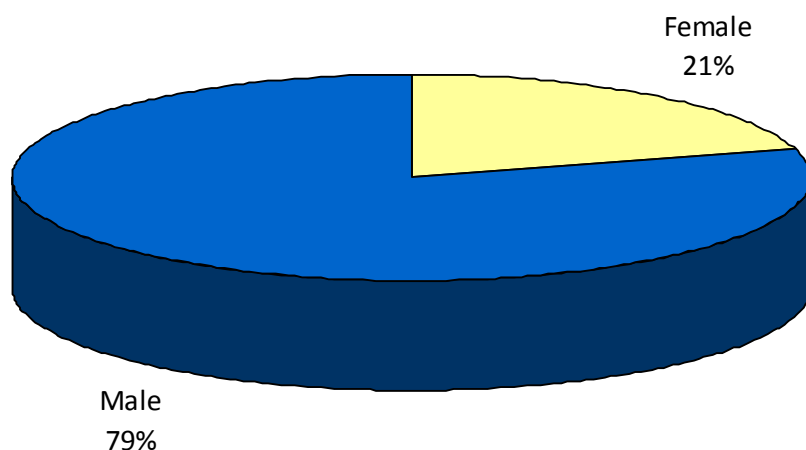


Figure 1: Gender distribution

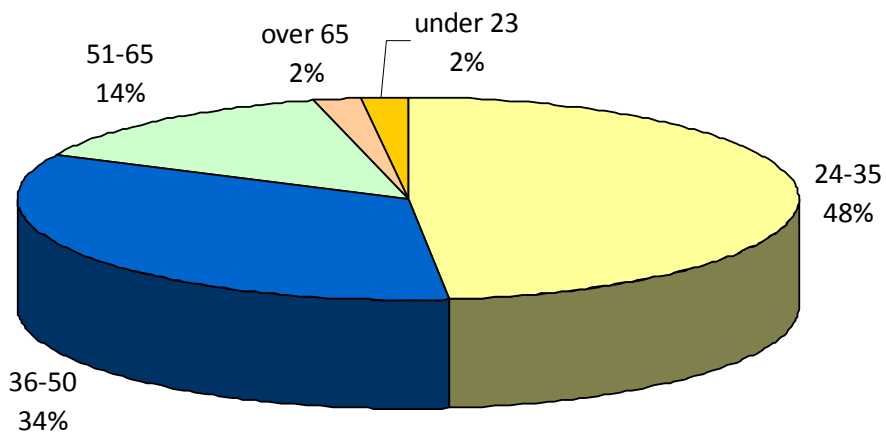


Figure 2: Age Distribution

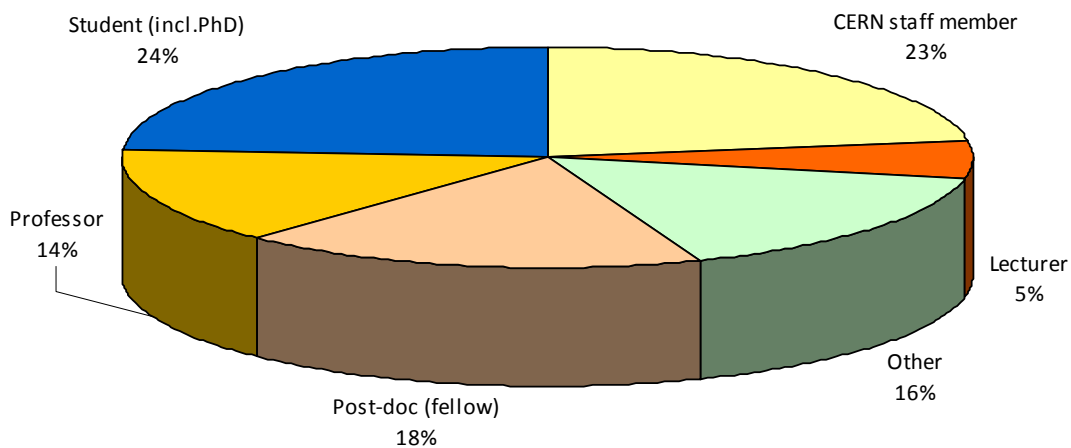


Figure 3: Position Distribution

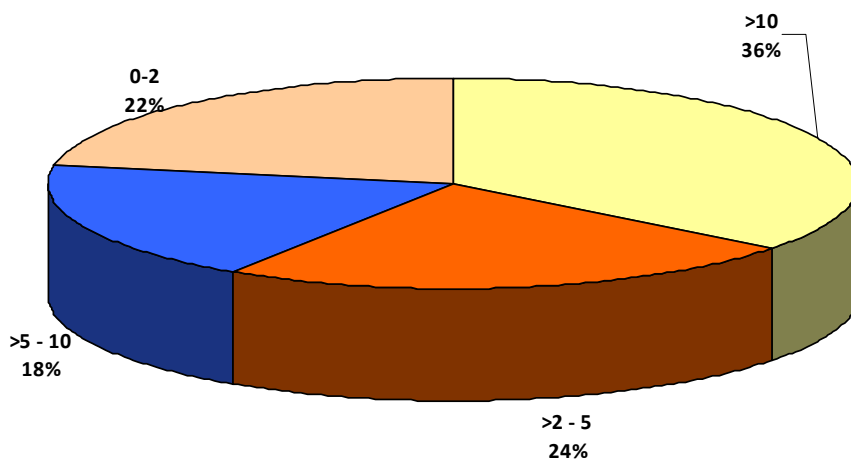


Figure 4: Years at CERN

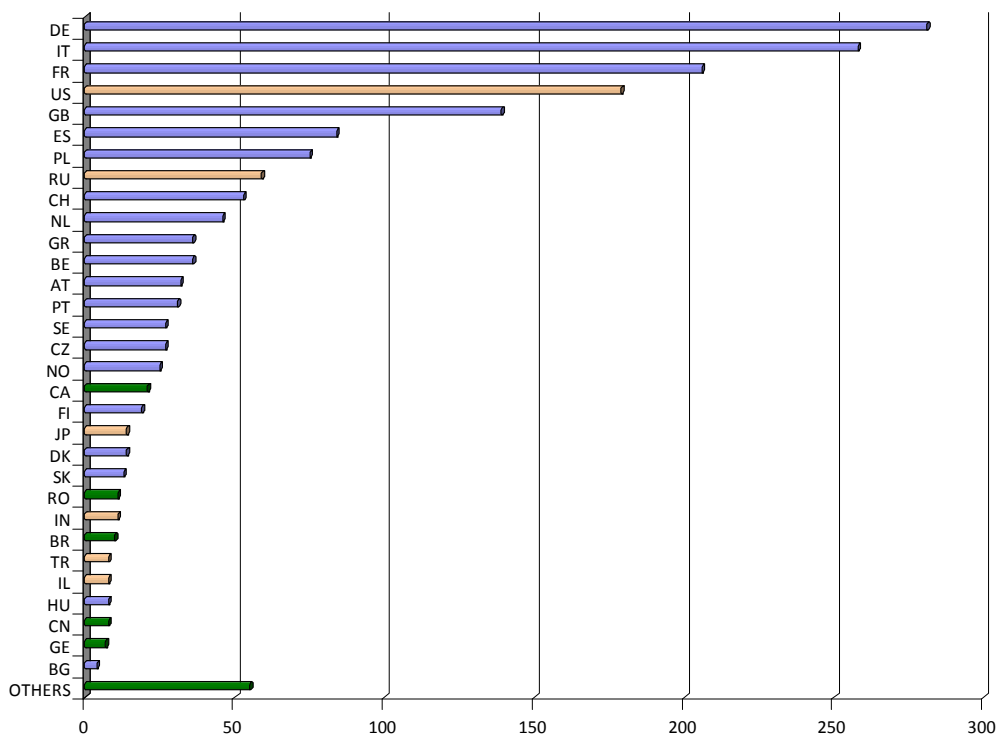


Figure 5: Nationality Distribution

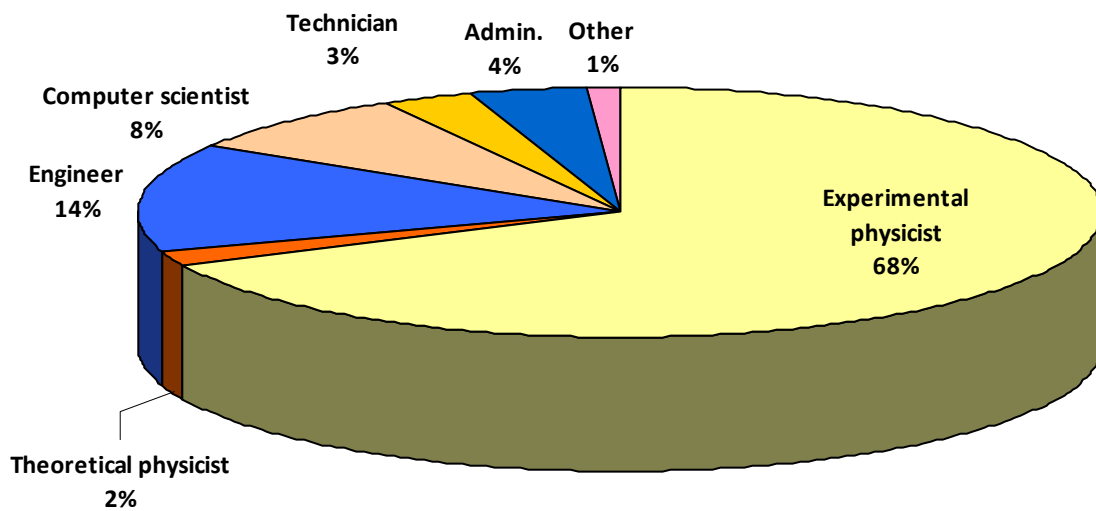


Figure 6: Profession

2.2 Priorities

The questionnaire asked which actions were seen as important for improving the efficiency of your work and your life at CERN. The persons were requested to fill up to 5 priorities. The following figures show the first 10 actions considered as first, second, third, fourth and fifth priority. The last chart plots the weighted ranking where the first priority has been normalized and multiplied by a priority factor.

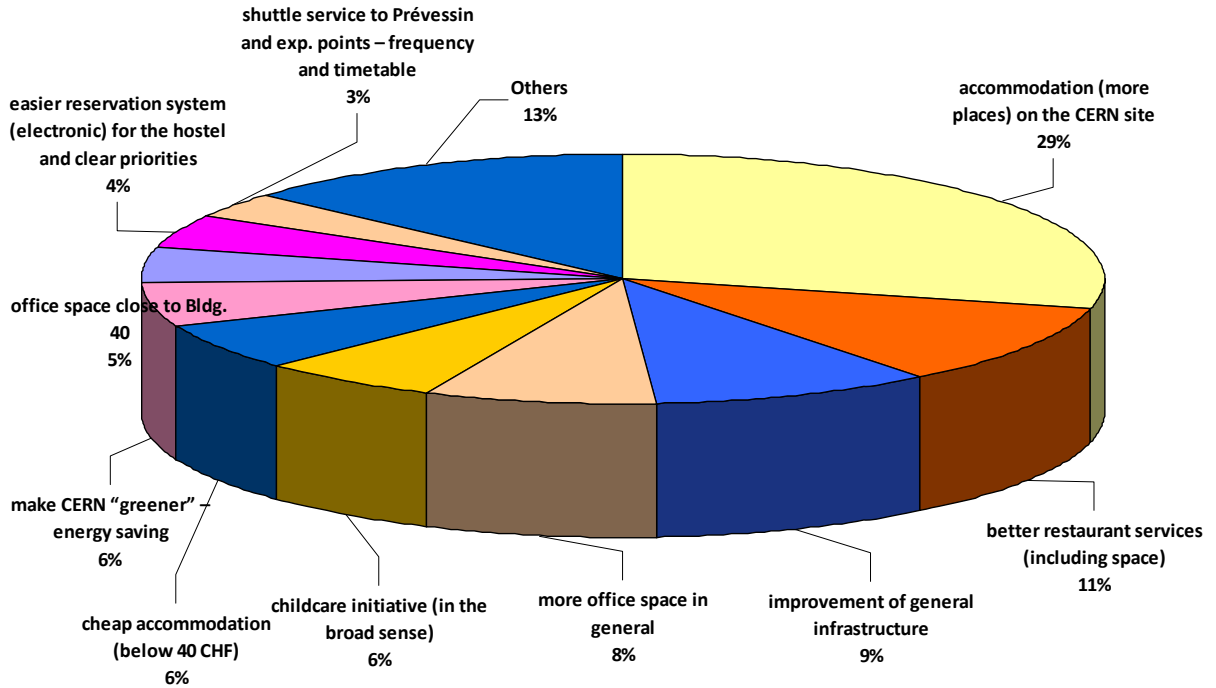


Figure 7: First 10 actions considered as FIRST priority

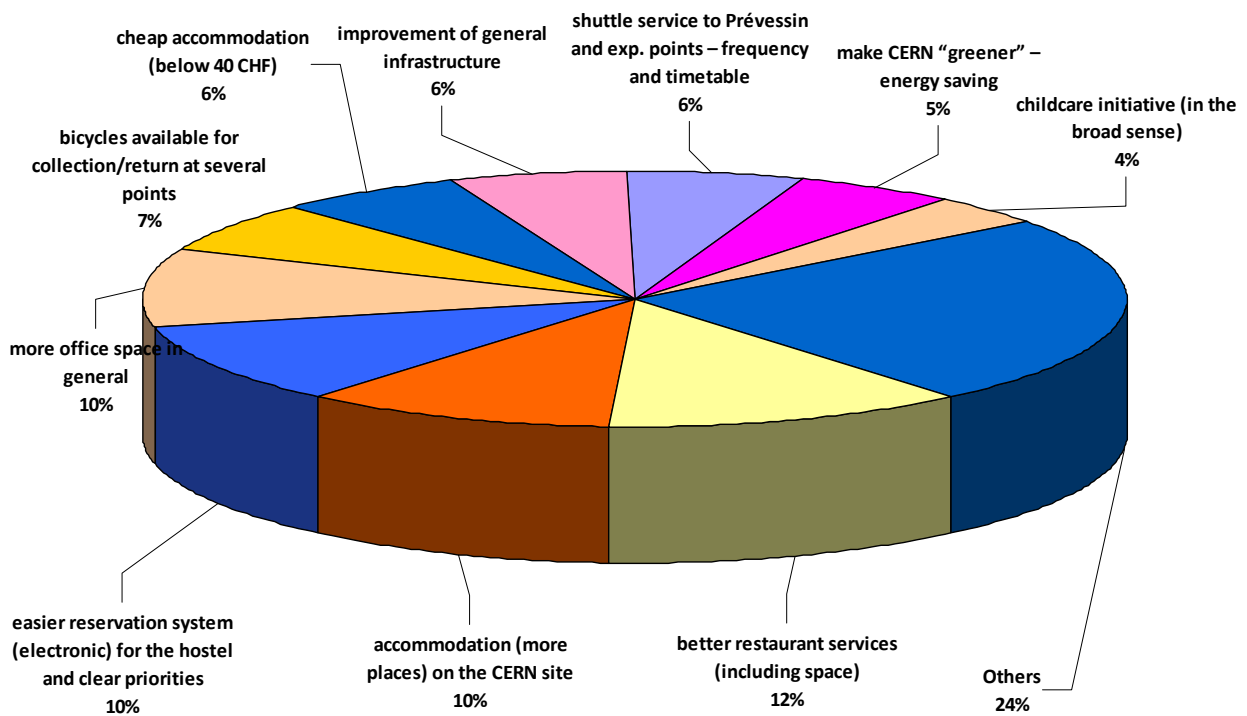


Figure 8: First 10 actions considered as SECOND priority

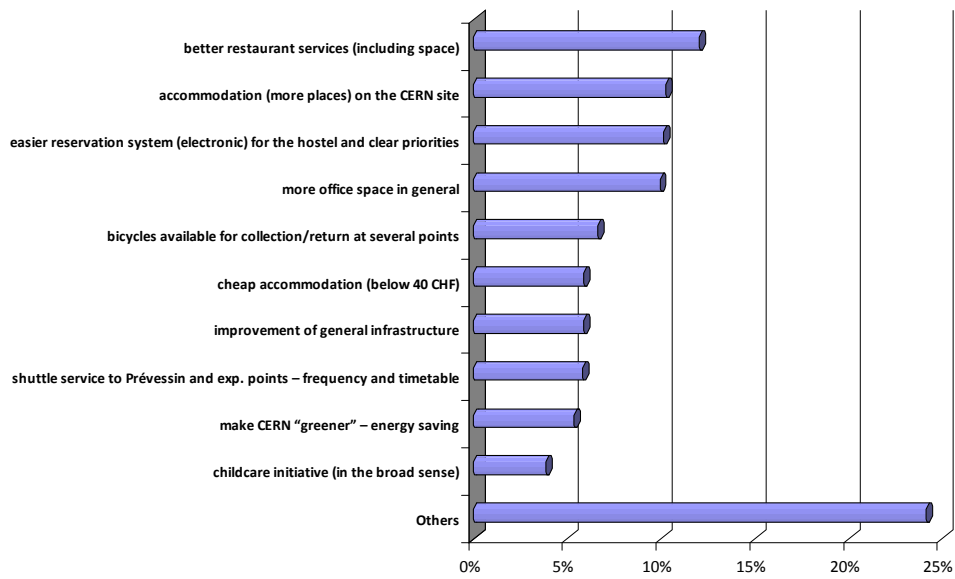


Figure 9: First 10 actions considered as THIRD priority

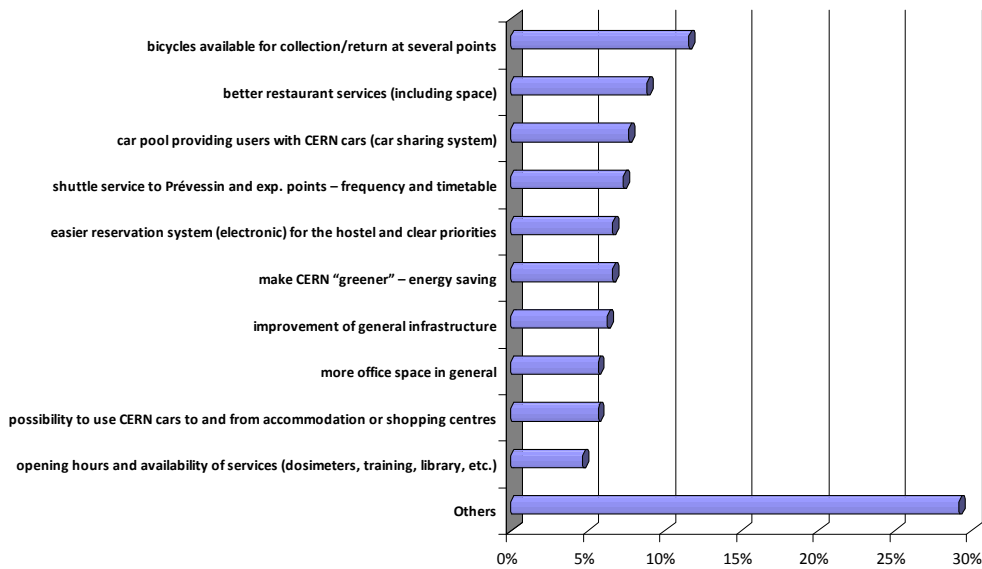


Figure 10: First 10 actions considered as FOURTH priority

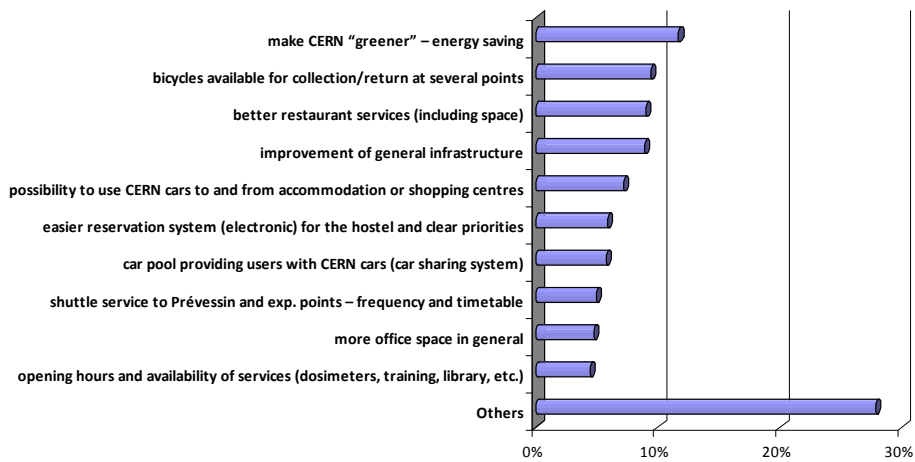


Figure 11: First 10 actions considered as FIFTH priority

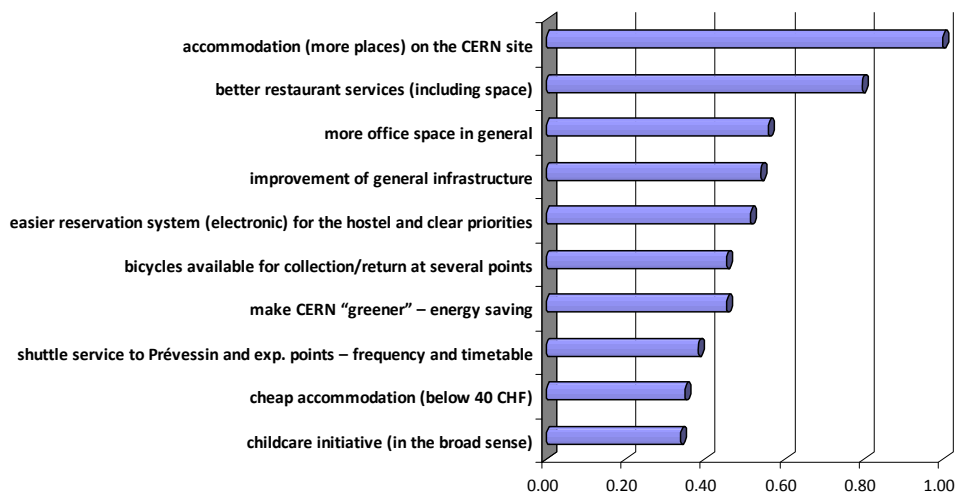


Figure 12: Weighted ranking for priorities all CERNois

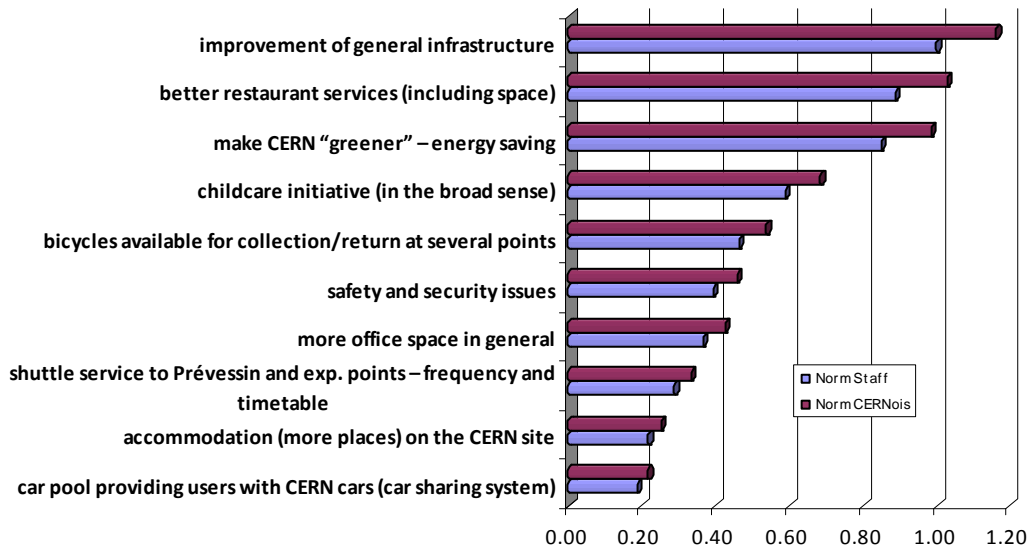


Figure 13: Weighted ranking for priorities for staff

The weighted ranking is calculated with the formula:

$$Weighted Priority = First(\%) * 5 + Second(\%) * 4 + Third(\%) * 3 + Fourth(\%) * 2 + Fifth(\%)$$

$$Normalized Priority_{CERNois} = \frac{Weighted priority}{MaxWeighted Priority_{CERNois}}$$

$$Normalized Priority_{Staff} = \frac{Weighted priority}{MaxWeighted Priority_{Staff}}$$

Equation 1: Weighted Normalized priority

The « Norm CERNois » column in Figure 13 allows the comparison of the impact of the priority with the columns in Figure 12.

The list of actions used was elaborated by the ACCU. It takes in consideration recurrent subjects raised in their meetings.

2.3 Short-term accommodation

This sections includes some of the figures from the Section A of the questionnaire

2.3.1 Number of places

To the question “Do you think that the number of hostel places is sufficient?” 83% of the answers indicate that the number of hostel places is insufficient

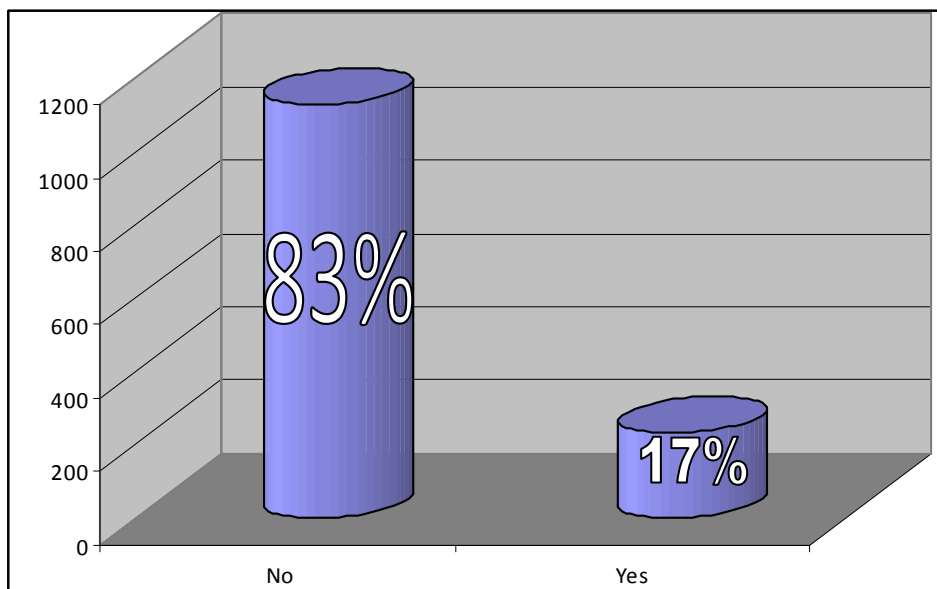


Figure 14: 83% consider that the number of hostel places is insufficient

2.3.2 Kind of accommodation

Several questions were addressed in the survey to identify the nature of the new accommodation needed. The values are summarized in Table 1. Some other figures are:

- 75% of the people that consider that more accommodation is needed think that should be cheaper accommodation.
- 24% of the people support a youth hostel. The people supporting the youth hostel are mainly students.
- 76% of the people answering were in favor of reducing price/services

Table 1: Nature of the accommodation needed

Do you consider that more accommodation is needed? Indicate which kind:	Total:	Yes	No
1283			
a) more rooms at the same price (58 CHF) and offering the same standard of comfort		73%	10%
b) more comfortable rooms		18%	46%
c) more basic and cheaper rooms (below 40 CHF)		57%	20%
If you consider that cheaper accommodation is needed would you consider:	Total:	Yes	No
966			
a) The present rooms with a reduction of services (no daily cleaning or new towels, etc.)		76%	14%
b) Shared rooms		17%	60%
c) “youth hostel” style accommodation, possibly shared with local (non-CERN) users		24%	53%
d) Accommodation further from CERN		36%	41%

2.3.3 WWW booking

To the question « Should it be possible to make all bookings on the website?» 93% support WWW booking

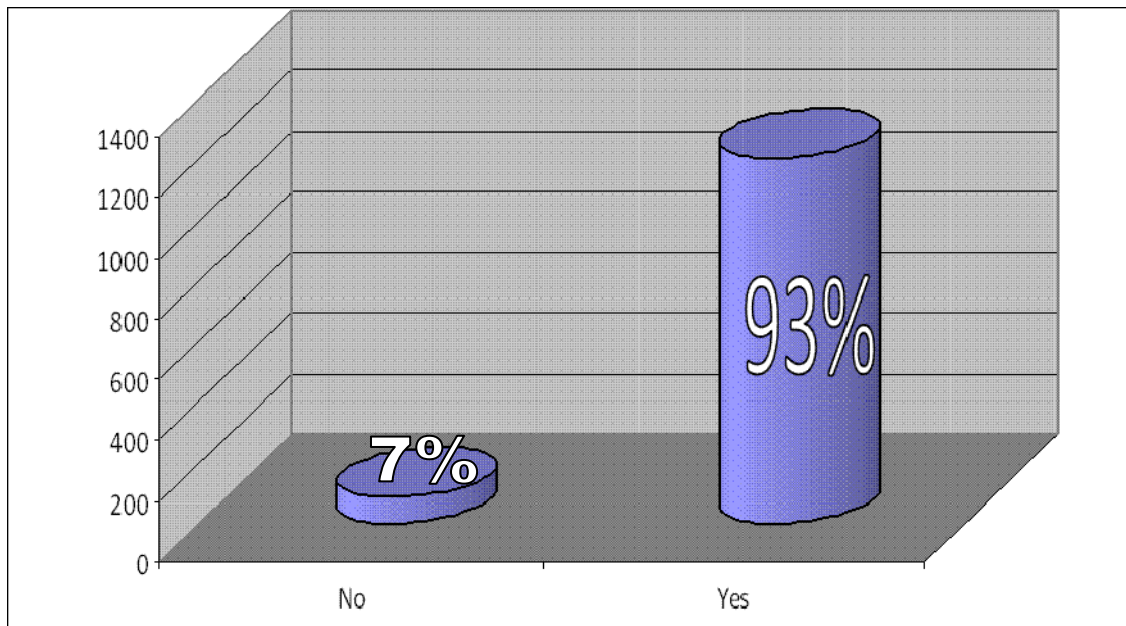


Figure 15: WWW booking supported by 93% as the mean to make hostel reservations

2.3.4 Booking policy

To the question on which should be the maximum number of days before arrival for the acceptance of bookings, there are shared views but 43% in favour of no restrictions.

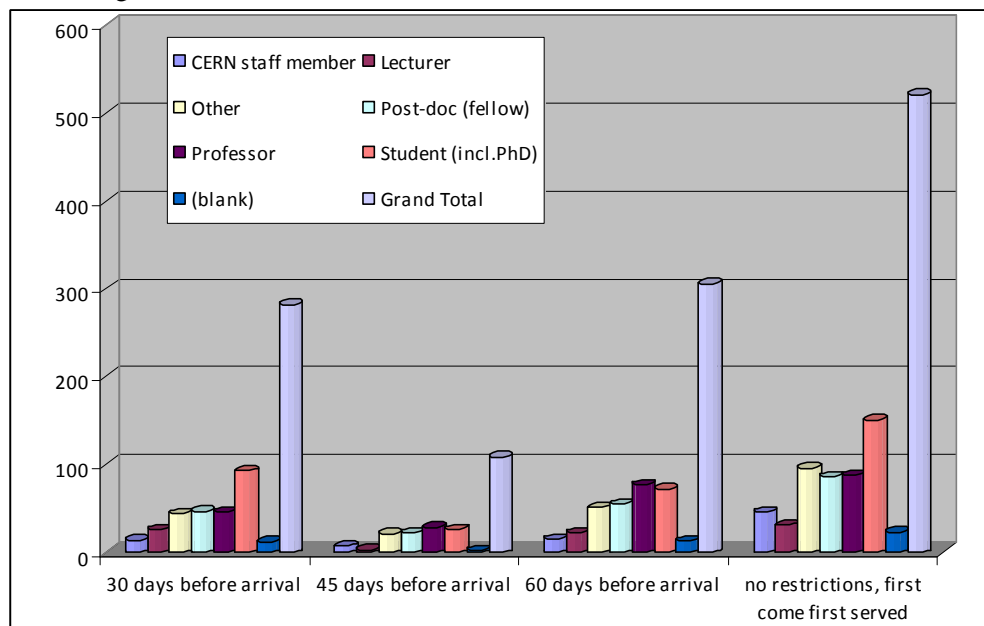


Figure 16: 43% in favour of no restrictions on the timing for the booking

Some other figures are:

- 77% favorable of giving priority to those working on shifts
- 62% favorable of pre-allocation of rooms for groups (council, committees ...)
- More than 60% was unable to find a room at least twice
- 36% given up looking for a room because of the difficulty in finding a place

2.3.5 Price policy

23% of the people answering found a room but was too expensive. Some characteristics of this population are:

- 68% of the people finding the room too expensive were under 35
- Nearly half of them PhD students
- 6 State member had more than 25% of their nationals found a room but was too expensive (BG, CZ, HU, NO, PL, SK) and 5 Observers (IN, IS, JP, RU, TK)
- 25 countries have more than 25% of their national found a room but it was too expensive (some with very low statistics). For them in average 43% found the room to expensive to afford it.

2.3.6 Cooking equipment

Half of the people that have used the kitchen facilities consider it insufficient, the other half just right. 75% would be in favor of lockable cupboards and fridge space. In general an allocation of space and tools to the room (cleaned when the host leaves) would improve the situation.

2.3.7 Key suggestions from the survey

- Information on availability of hotels in the neighborhood was supported by 95%
- Implement a waiting list for the hostel
- Send a confirmation e-mail systematically
- Review cancellation policy to avoid last minute systematic cancellation
- Give information of hotels close to CERN
- Better equipped kitchen. Lockers in fridge and on the kitchen allocated to the hosts
- Access to the lockers once the key of the room have been returned (in the evening)
- Negotiate corporate rates for hotels in the region

2.4 Transport

2.4.1 Transport needs

The answers to the questions related to the transport needs show two different populations. The CERN staff where the needs are more oriented to transport between sites and transport of material and equipment, and the population of Users where they need as the staff to be transported between sites but also to reach their accommodation and to fulfill some basic needs (ex. buy things to eat).

Table 2:Transport needs

Which of the following is needed?	Yes	No
1.a) transport between CERN sites during office hours	74%	7%
1.b) transport to and from accommodation	55%	16%
1.c) transport to local shopping centres	32%	34%

To the question “*Do you consider that cars should be made available on the CERN site for short-term use?*” Both populations need cars to move between sites/points and the answer is stronger among the non staff as they have proportionally less owned cars.

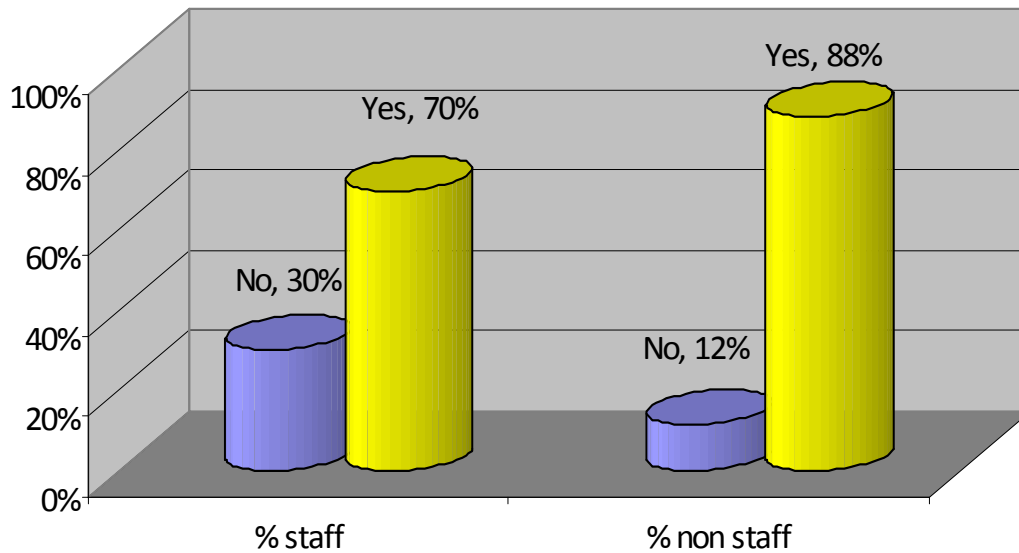


Figure 17: Availability on CERN site of cars for short-term use

To the question « *Do you think that use of CERN cars should be authorized for shopping and transport to and from the hostel or other accommodation?* » There are clear different needs between the two populations and so a different answer to the question of which should be the limits of the usage. For 86% of the non staff, cars should be authorized for transportation not only on the site but also to their accommodation and for shopping.

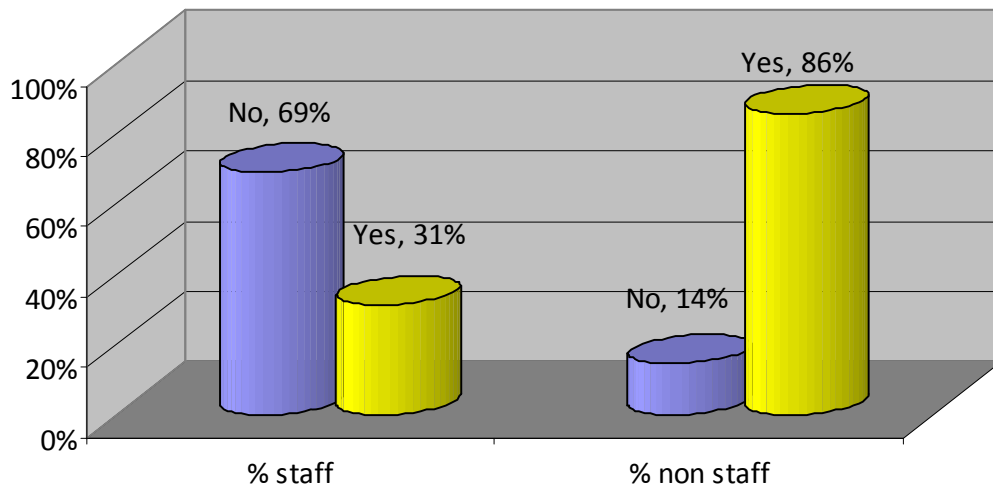


Figure 18: The non staff think that the use of CERN cars should be authorized for shopping and transport to and from the hostel or other accommodation

2.4.2 Exploring mobility

The mobility of the CERNois can not be solved with a single mean but with a good balance of several means, each one of them adapted to their needs. The survey wanted to explore four:

- Car sharing – mobility
- Bicycle pick-up systems
- Regular versus taxi shuttles
- CERN on foot

From the survey it is clear that the CERN staff normally have a car that use for moving inside the site but that need an internal car to move material and equipment (ex. Bicycle for the tunnel, tools for intervention, ...).

The Users find a solution to move on the site, either by bringing their own car or by using a car rented by their group/experiment. Their range of use is larger and also the mobility required (shifts, work on the experimental areas, ...)

2.4.2.1 Exploring mobility – Car sharing mobility concept

The “mobility car sharing” model is supported by 71% of the people answering the survey. The support is stronger among non staff that see it as a good alternative to the group car and a way to improve their mobility.

Table 3: Car sharing mobility concept

The idea of a new kind of car pool is under consideration, whereby cars would be available for collection from a few locations on the CERN site for return to the same or another collection point after use (limited to a few hours). If it were implemented: Total: 1448	Yes	No
Would you use it?	71%	16%
Would it be a good alternative to the presently available “group car”?	52%	18%
Would it improve your mobility during your stay at CERN?	64%	14%

Both communities see the need to put a time limit to the rental. CERN Staff are more favorable to short journeys (half a day up to 1 day) while an important part of the users will extend it to be able to use the car during the weekend and for going home.

The results to the question « *If you are in favor of a time limit, how long do you think it should be (in hours)?* » can be seen in Figure 19.

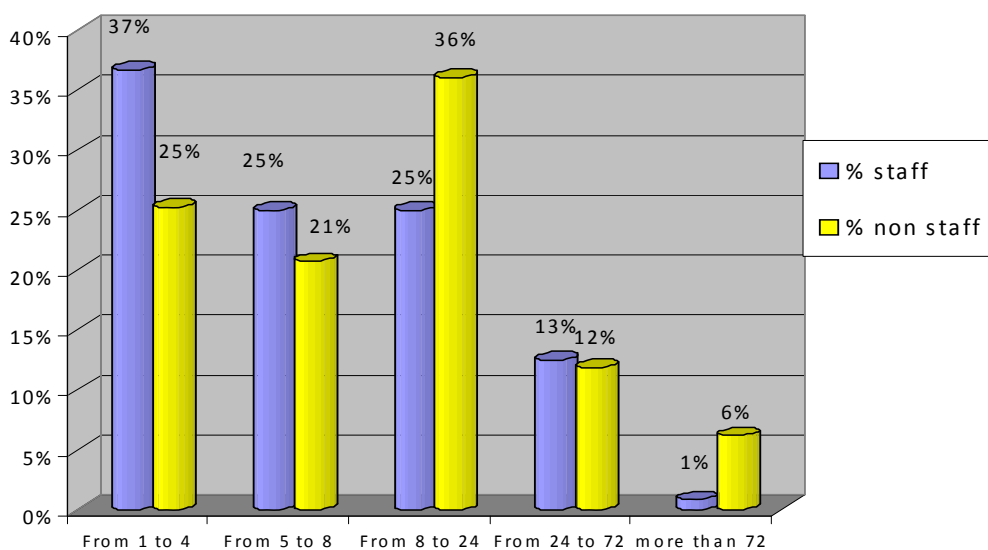


Figure 19: Time limit to the rental of a car on the car-sharing model

The results to the question « Do you see a need to place a limit on the amount of time for which a car can be kept?» In both cases it is seen as natural to set a limitation on the time to be used the car

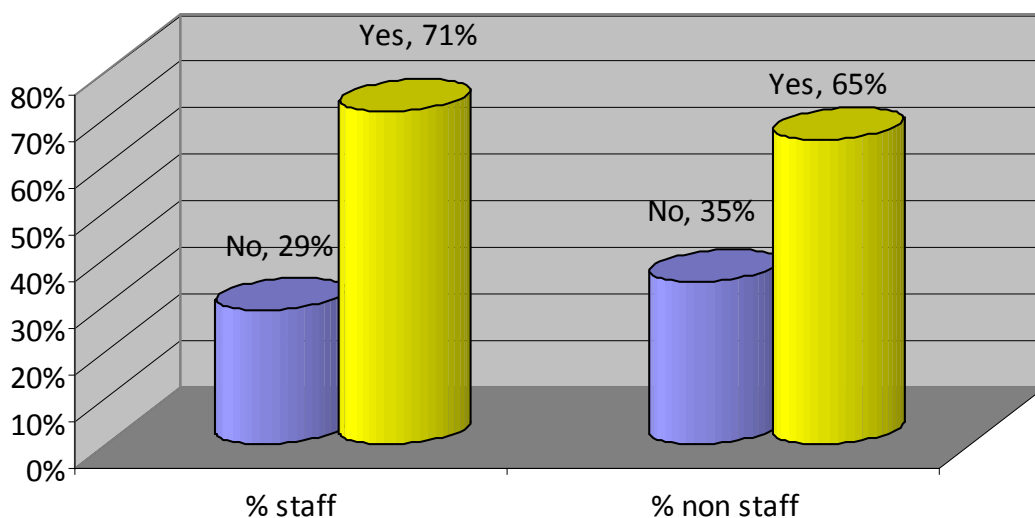


Figure 20: % In favour of setting a time limit to the rental

To the question actions to be taken if the limit is exceeded, the reaction is quite strong

Table 4: Actions in case location time limit is exceeded

If the limit is exceeded, would you suggest:	%
charging an additional fee?	54%
placing people/groups who fail to comply with the rules on a blacklist?	19%
charging an additional fee?; placing people/groups who fail to comply with the rules on a blacklist?	12%
setting an absolute limit and blocking the card if it is exceeded?	7%
charging an additional fee?; setting an absolute limit and blocking the card if it is exceeded?; placing people/groups who fail to comply with the rules on a blacklist?	5%
charging an additional fee?; setting an absolute limit and blocking the card if it is exceeded?	3%
setting an absolute limit and blocking the card if it is exceeded?; placing people/groups who fail to comply with the rules on a blacklist?	2%

2.4.2.2 Shuttles

Several questions were made to understand the habits of the people using the shuttles and their preference between regular service (that was drastically reduced in the past) and the taxi-type shuttle.

While in the past the shuttle was heavily used for moving inter site, presently it is heavily used to go to the Airport. From the comments, people have found alternatives to the use of the shuttles as the regular services are too limited and the taxi-type shuttle gives too big uncertainty on the arrival time. From the survey we obtained that presently 41% do use the regular shuttle service, 46% rarely and 13% often.

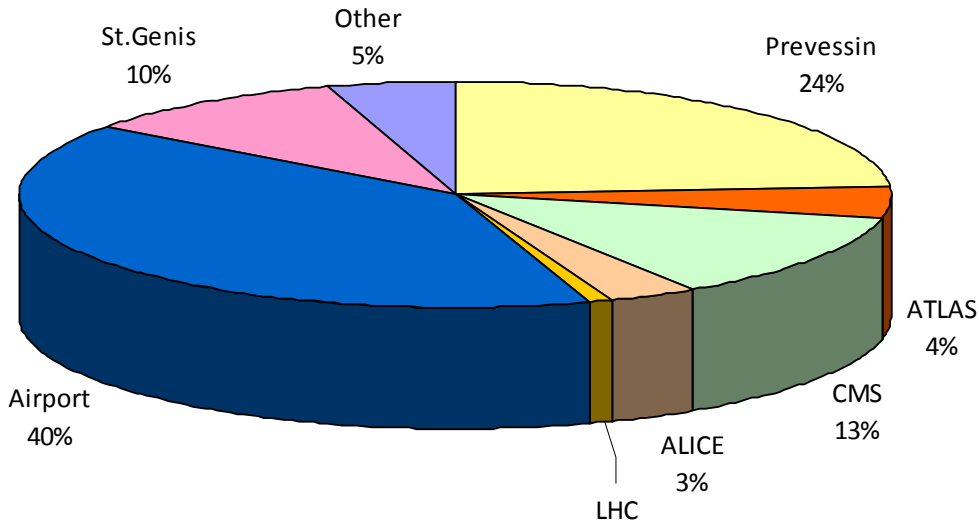


Figure 21: Destination of the shuttle

65% affirms that would use it or use it more often if the timetable were different. There is strong preference for running a service every hour and linked to the experiments shift times.

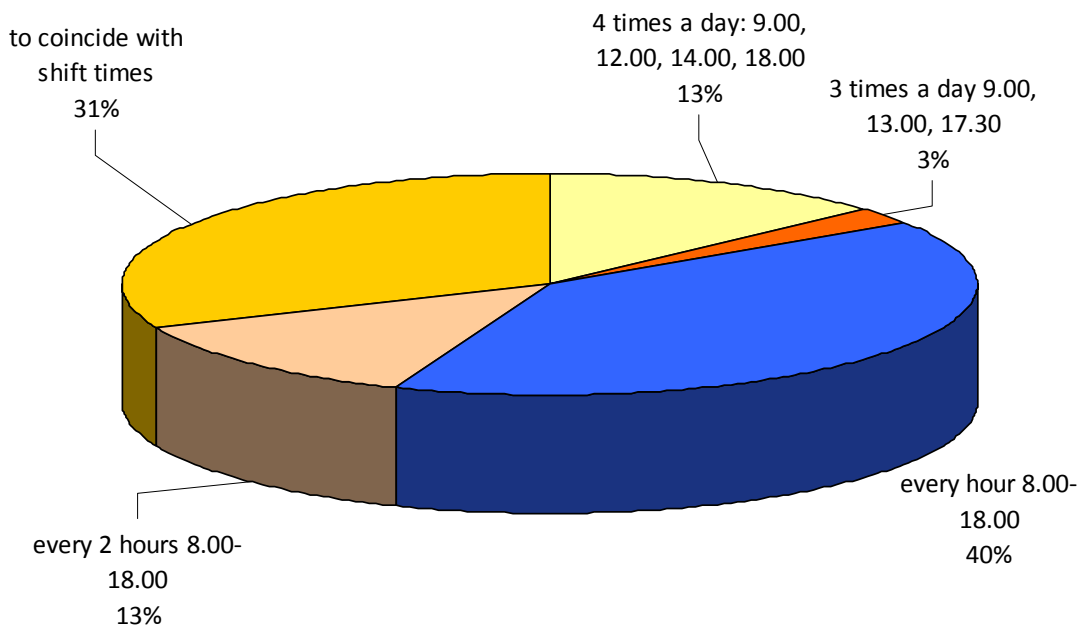


Figure 22: Timetables that would be useful

One of the possible reasons of the lack of success of taxi-like shuttle is that is not well known. Only 58% of the people answering (1599) knew the taxi-type shuttle service. Nearly 60% of those using the system do not consider as too long the waiting time but there are many communication problems as the drivers frequently do not understand English.

Table 5: Use of the taxi-type shuttle service

Taxi-type shuttle service (available by calling 76969 during working hours) Total: 1599	Yes	No
8.a) do you know about this service?	58%	41%
8.b) do you use it?	34%	48%
8.c) if you use it, do you think the waiting time is too long?	6%	28%
8.d) if you use it, does it meet your needs?	29%	6%

Even if the people that use it are satisfied with the service, 61% consider that a more frequent regular shuttle is better than the “taxi” service, and 75% consider that short journeys should not be covered by the “taxi” service only. 68% of the people travelled always alone or nearly with no one else.

Several comments indicate that should be useful to have more travels to the airport what indicates the request of extending the bus line 28 more than increasing the number of shuttles.

2.4.2.3 Exploring mobility – Bicycle pick-up concept

Several cities have implemented bicycle pick-up systems to complement the metro and bus systems. The system has as advantage that as the bicycles are not associated to a person they have a higher turnover. On the other side requires the installation of distribution points and the moving of bicycles among the collection points regularly. Some points shall be also over dimensioned as the main entrance gates as the most part of the bicycles will be at the end of the day there.

Table 6: Bicycle pick-up system

If a “bicycle pick-up” system were introduced (with 5-6 collection/return point)s: Total: 1536	Yes	No
Would you be interested?	80%	16%
Do you think people you know (eg. your students) would use it?	84%	3%
Would it be an improvement on the present system?	71%	5%
Do you doubt that it would work	12%	56%

Four questions were set to view the difference between “wishful thinking” and “realistic thinking”. We have also to consider that the survey has been done in May and so approaching the sunny period where more people consider the possibility of using a bicycle. 80% is interested in a “bicycle pick-up” system, 84% considers that people that they know would use it and 71% consider that will be an improvement to the present system. The most surprising point is the only 12% that doubt that it would work. Remarks are centered on how to implement the distribution of bicycles and on the absence of bicycle lanes on site and to go to Preveessin.

2.4.2.4 Exploring mobility – On foot

The existence of the experimental points (LHC and SPS) and the two different sites (Preveessin – Meyrin) make unthinkable the mobility inter site by foot (except for Meyrin – ATLAS). The questions explored the mobility inside the same site aiming to know if an information campaign will increase the willingness of walking on the site and to increase the conscience that office space is available and not so far from the “center” of CERN. The main PH areas and the old PS complex buildings are in fact in average at less than 10 minutes walking distance.

68% of the persons answering the questionnaire think that would be a good idea to erect signs indicating the time and distance to locations on the CERN site (only 18% consider is not a good idea).

2.4.3 Evolution of the mobility

The arrival of the tramway to CERN could in some extent change the mobility approach of the CERNois. Is true that the tramway will connect CERN to the center of the city in less than 30 minutes, but this is not so different from what already existed in the past when the bus 9 went directly from CERN to Cornavin train station. The real impact would be if the line is extended to Saint Genis.

Also it is important to consider that the people that answer the questions are presently queuing because of the works for the tramway and so would prefer a fast transport than the queue. When the works reach the end and so the traffic jams probably the answer would be different.

Some of the results are:

- 62% plan to use the tram regularly and stop coming by car.
- 72% of the people not permanently at CERN will stop coming by car.
- 48% of the people permanently at CERN will stop coming by car.
- 33% of the staff will stop coming by car.

The difference between the different populations (permanently at CERN – non permanently at CERN) gives also the hint that the highest expectations for the tramway are from those who do not live permanently in the region.

Table 7: Where you will need to be transported?

If you come by tram in the future, would you need internal transport?	Number	%
inside CERN	489	35%
to Preveessin	366	26%
to the LHC experiment	439	31%
other	110	8%

Table 7 shows to where those people would need to be transported.

2.4.4 Key suggestions

- Corporate rates for car rental at the airport.
- Consider the electrical bicycles and cars.
- Include service for lunch, evenings (after 17:30) and weekends (shuttle).
- Drivers able to communicate in English.
- Improve the communication means in the car (noise in the telephone).
- Why not to request that bus 28 has CERN as its last stop?
- Improve busses to France (Y, F).
- Longer opening of the France gate.
- Bicycles roads inside CERN and along the path to Preveessin.
- Safe passage on the frontier for bicycles.
- CERN on foot yes, but showers shall be available for those walking, biking or doing sport.
- Possibility to use the showers in the hostels? (for those biking, doing sport).

2.5 Infrastructure at CERN

2.5.1 Conference rooms

There have been several complaints on the lack of conference rooms at CERN. This assessment was in contradiction with random checks on conference room availability that showed a large number of conference rooms available every day. The questions wanted to investigate if the problem concerns a lack of information on the software to book conference rooms, on the lack of availability in certain zones or on special weeks.

50% of the people have encountered difficulties in finding a conference room. Table 8 shows the nature of the conference room where there were the most part of the problems. If we look at the people with an administrative profession then the % of people having problems grows up to 73%. There the problem is nearly the same on the rooms up to 20 seats and those up to 50 seats. This is quite coherent as normally the booking for larger rooms pass by the secretariats while for small rooms is frequently done by the person organizing the meeting.

Table 8: Size of the room for which problems have been encountered

Size of the room (encountering difficulties to find)	Number	%
up to 20 seats	496	55%
20-50 seats	294	33%
50-100 seats	59	7%
more than 100 seats	50	6%

Looking at the comments received the problem concerns mainly the small rooms missing teleconference equipment. During the big experiment collaboration meetings the problem increases but is not the only reason. There are some areas specifically problematic such as building 40, but at the same time other rooms (far from the building 40) are available and not used. The rooms are also heavily booked in the late afternoons for conferences with the USA.

85% of the people know INDICO and 67% use it. Some instability on the search results have been seen and should be fixed.

On the suggestions side there are many on the improvement of EVO and the audio microphones, increase the number of rooms with teleconferencing and beamers and improve the WiFi. There are also remarks on the access to the rooms (need of keys) and on the non cancellation of recurrent bookings.

2.5.2 Office space

2.5.2.1 Space distribution and offices infrastructures

65% of the people are satisfied with their office. There is a clear and obvious correlation with how many people is assigned to the office and their satisfaction (even more than 50).

Among CERN staff the normal average is 1 to 2 persons in an office while for the non staff is more normal to be between 3 and 5 in average.

Figure 23 and Figure 24 show the difference between the two populations and also the huge change between the number of people assigned to an office and the real average usage. All buildings with "high density" belong to the PH department.

Other interesting data:

- 62% consider the equipment in their office adequate
- 60% that the technical infrastructure in the office is satisfactory

But, there are hundreds of comments on the heating/cooling of the offices, the chairs, the wireless connections, and the office space.

Only 9% considers the cleaning inadequate or bad. The level of cleaning (even if it is considered as poor) is accepted, but an extra effort on the toilets is requested.

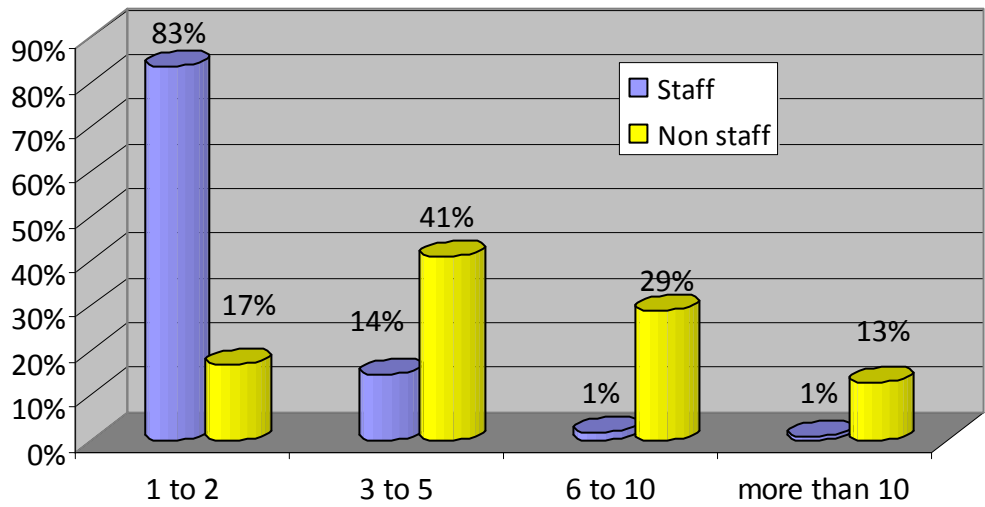


Figure 23: People assigned to your office

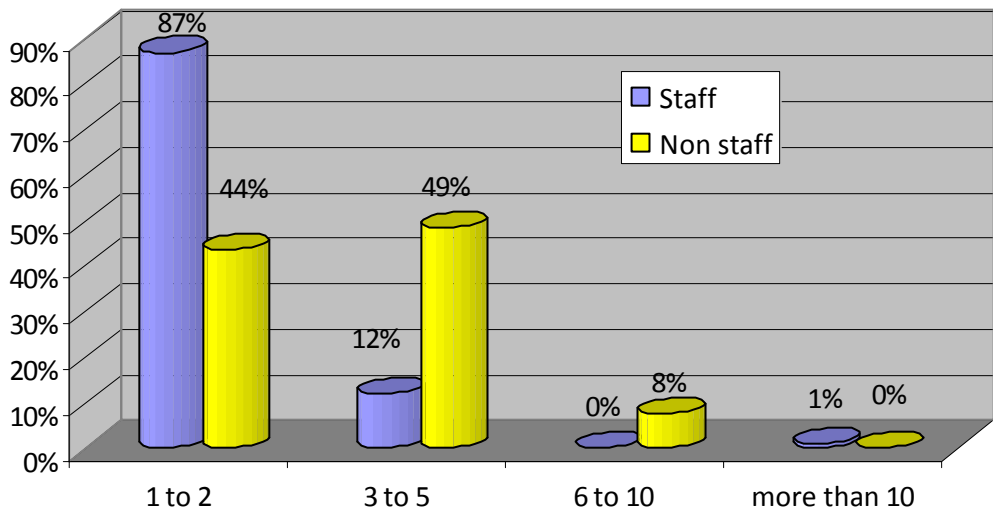


Figure 24: People in average on the office at the same time as you (not during meetings)

Table 9: Rating of the general infrastructure

How would you rate Total: 1736	Excellent	Very good	Good	Sufficient	Poor	Insufficient	Very bad	N/A
Your office	6%	20%	24%	31%	10%	6%	2%	1%
Your building	6%	17%	23%	30%	12%	6%	3%	3%
Common facilities (printers, photocopiers, etc.)	7%	21%	20%	23%	12%	7%	5%	5%
Toilets	4%	14%	21%	27%	14%	10%	10%	0%
Coffee facilities (cafeteria or machines)	10%	21%	16%	19%	10%	7%	7%	10%
Availability of materials (supply cupboard, etc.)	5%	14%	14%	22%	13%	9%	8%	15%
Condition and equipment of meeting rooms	6%	17%	20%	23%	11%	6%	3%	14%
General equipment in the building	3%	14%	19%	32%	12%	6%	3%	11%
Access to the building (corridors, entrances, etc.)	10%	25%	23%	26%	5%	3%	2%	6%
Availability of parking places	8%	17%	14%	21%	14%	10%	7%	9%

For short term visitors we wanted to see the interest on the burotel and also if there would be other interesting alternatives

- Only 20% of the people have heard of the burotel and half of them are not interested by the initiative.
- 579 people answered that will be useful to have lockers in the Main building.

A stable and reliable wireless connection, power plugs and lockers look like a natural alternative to the burotel. In the universities the students have lockers and common spaces (library, study rooms) to work between lessons.

2.5.2.2 Alternatives to the high density of building 40

During the last years the level of occupancy of building 40 has increased and reached the highest population density at CERN. Building 42 will decrease the problem but the quantity of offices that will be available are far from the figures indicating the increase of users.

Several questions were made to find what will make more attractive buildings far from building 40 and what could encourage leaving building 40.

For people far from building 40 the main point would be to improve the coffee facilities (maybe the CERN alternative to the meeting rooms?). All the other questions on facilities, transport, transport on the weekend did not raise great enthusiasm. The conclusion of the comments is that people will move if they have more space, there is a sufficient number of people (critical mass effect), and there are good facilities (good coffee, ATMs and conference room well equipped).

Another interesting statistic is that 40% of the people in building 40 will never agree to move.

2.6 Training, dosimeters & safety

2.6.1 Training

Following the several reductions on the training budget there have been a lot of claims concerning the access to training at CERN. This chapter wanted to see the perception of the people and their opinion on their training opportunities.

Table 10: Status of training

What is the present status of your training? Select the appropriate answer for each type of training.Total: 1596	Valid	Expired	Not followed	Never heard of it	N/A
Basic	87%	2%	2%	2%	7%
Accelerator	29%	2%	31%	8%	30%
Specific (experiment)	55%	3%	17%	6%	19%
Specific (equipment)	20%	1%	33%	10%	36%
Radiation protection	51%	4%	22%	3%	20%

Table 11: Attendance to non-compulsory training

How often have you attended non-compulsory training courses? Total: 1551	Once	Several times	Often	Never	N/A
Safety	31%	25%	3%	36%	5%
Academic	10%	35%	8%	35%	12%
Language	11%	13%	3%	60%	13%
Other	5%	15%	2%	48%	30%

To the question “*Have you enough training opportunities*” 85% (from a total of 1430) consider that they have enough. For those answering “no” the most recurrent points are (ranked from more to less):

- Language course (lack of budget, wrong timing, incompatibility with work load)
- High level technical courses (computing)
- Radioprotection courses (more often)
- Management courses (budget restriction)
- Some technical courses cancelled because lack of participants in English (work at heights, first aid)
- Cost of special safety training (electrical habilitation, lifting equipment)
Useful to add to the training program
- Language courses (in the evening, more intensive, for free)
- Basic accelerator course
- How CERN is organized ...

2.6.2 Safety

2.6.2.1 General safety

On the open question “*Have you encountered any safety problem?*” there were 179 answers from which 53% said “No”.

70% of the 1527 people filling the question knew their TSO or their GLIMOS. Only 66% when encountered a safety problem talked to their TSO/GLIMOS

Some of the recurrent problems found:

- Speed on the road and circulation problems (bicycles, pedestrians respect and entrance to P1)
- Ice on the road
- Toilets and tap water quality
- Asbestos

2.6.2.2 Dosimeters

- 91 persons answered that they need a dosimeter but that they do not have one
- Only 6 have a dosimeter not issued from building 55

2.6.2.3 Health care

This question was originally made to be in the form of multiple choice, but was published as single choice. It shows the quantity of people needing complementary information and from the comments a lot of people will have selected more than one point.

Table 12: Need of health care information

Concerning health care, do you see a need for: Total: 1076	Total	%
more information about local doctors and dentists	410	38%
help in finding doctors speaking your own language	227	21%
help in obtaining appropriate insurance (choice and formalities)	143	13%
more information on the web (allowing you to obtain details prior to arrival at CERN)	296	28%

2.7 Availability of Services, access to the site

2.7.1 Availability and quality of the services

Several questions were put to see the opinion of the people on the availability and quality of some of the services provided at CERN. Other questions explored the need to extend the opening of some of the services.

Table 13 and Table 14 show the opinion on the availability and the quality of some CERN services.

Table 13: Availability of the services

Please rate the availability of services at CERN Total: 1742	Poor	Average	Good	N/A
computing services	3%	28%	64%	5%
CERN stores	10%	37%	31%	22%
dosimeters	6%	19%	31%	44%
secretariats	2%	24%	66%	8%
Users Office	4%	26%	49%	21%
integration support for people coming to the region	13%	29%	15%	43%
web information	5%	39%	47%	9%
library	1%	17%	58%	24%
restaurants	11%	39%	48%	2%
food and drink machines	13%	45%	30%	12%

Table 14: Quality of the services

Please rate the quality of services at CERN: Total: 1684	Low	Average	High	N/A
computing services	3%	33%	58%	6%
CERN stores	7%	45%	24%	24%
dosimeters	3%	22%	30%	45%
secretariats	2%	23%	66%	9%
Users' Office	3%	26%	48%	23%
integration support for people coming to the region	14%	29%	13%	44%
library	1%	21%	52%	26%
restaurants	14%	50%	33%	3%
food and drink machines	15%	55%	17%	13%

Some general comments:

- Stores are expensive and the use of punch catalogs makes more difficult the research
- Wireless band is poor in several key buildings (40, 32, ...)
- Computing help desk not always very helpful and there are problems with Linux and Mac support
- Users Office should open during lunch time
- CERN www pages are not easy searchable (some suggest to use goggle)

There are shared views on the need to change/extend the opening hours of several services. Some of the remarks are:

- Extend the opening of the Users office
- Enlarge opening of Rst 1 at least for coffee early in the morning and at night and Rst 2 and 3 up to 18h and satellite cafeterias (54, 40,6)
- Enlarge opening of French and C gates
- Dosimeter service
- CERN stores
- Shuttle and taxi-shuttle
- Telecom lab

2.7.2 Restaurants

There were no specific questions on the restaurants as two projects are on going for Restaurants 1 and 3. Also if there were no specific questions there are several comments on the three restaurants. The improvements requested are:

- Restaurant 1 needs extra seating places
- Restaurant 2 needs to improve the quality of the food

- Restaurant 3 needs to improve the quality of the food. Prices of food outside the “menu” are too high and need to improve the infrastructure very soon.

2.7.3 Accessing the CERN site

87% of the people have not encountered problems to enter the site. The most frequent problems encountered are:

- The opening frame of the French gate is considered too short
 - Reliability of the CERN Cards
 - Not acceptance of the badge in the automatic reader in gate B to open the barrier during temporary absence of the guardian or busy accessing by car
 - Problems caused by the tram works
 - Problems when the card has been forgotten (home, home institute, ...)
 - Gate C should be open in both directions
 - Long time and no clear procedure to register a short time visitor and enterprises for emergency repairs
 - Access to Preveessin with the card
 - Access with a rental car
 - Access with persons of the family in the car or access for spouses
- Some of the suggestions are to:
- Guards should be able to speak English
 - Explain the logical process followed to make checks in cars, access cars while entering the site
 - Make an alternative for those that have forgot their access cards
 - Use an alternative to the car sticker (that can be falsified with a normal printer) and that can allow to enter automatically to the site (like in the high ways – faster that presently with the access card)
 - Review the opening hours of the gates allowing entrance with the badge
 - Easier WWW preregistration with solution for those arriving at night to the hostels
 - Review the procedure for the entrance of contractors (long term, short term, urgent intervention)
 - Remind the guards that they are part of a service. There are a lot of complaints on the rudeness of the guards.

2.8 Help in everyday life

2.8.1 Health insurance

To the question “*Do you think that CERN should provide users with help in the Health insurance area*” 76% answer positively. There is no great difference between the answer of staff and not staff.

Some other comments:

- Help on getting a correct insurance for non employees (language, understanding of documents)
- Assistance with finding solution at reasonable price (negotiated prices / list of providers with conditions)
- Extend opening hours of Uniqa

2.8.2 Multipurpose help desk

The persons that come to work to CERN have the same type of problems to get integrated in the region. Clearly in function of the type of contract the privileges, rights and constraints are not the same but this does not affect the problems only requires a larger number of solutions. Several services exist at CERN but the awareness and scope is not always well known or covering all needs. For this reason alternatives have been created with wiki pages, secretariats, national networks ...

Several questions were put in the questionnaire to understand better if a general purpose information office was needed and the requirements. The concept is to have a first line office that can by itself solve all the integration problems (access, accommodation, transport, visas ...) and that address the person to the correct second line person specialist in a problem that can not be solved by the first line. It is not a simple information or dispatching. It solves all problems of all nature and dispatch to the specialist just when the problem requires it. Is the same concept of the “*medecin generaliste*”.

We were also interested in knowing if the feeling was shared by both staff and non-staff as presently several services are separated in function of the category of the personnel. Finally, we wanted to see the opinion on the Users Office and how deeply this service was known.

Table 15: General purpose information office

Do you see a need for a “general purpose information office” (located for example in Bldg. 55) to provide information and help with all types of problems (open to all members of the CERN community) Total 1280	% staff	% non staff
No	21%	21%
Yes	79%	79%

As shown in Table 15 79% of the staff and non-staff see the need of a general purpose information office

From the suggestions we can deduce the mandate and scope. The main issues for the general purpose information office would be to provide solutions for:

- Installation including:
 - Pre-registration before arrival
 - Housing: Information, help in contact and searching (language, rules, insurance, taxes)
 - Installation in France and Switzerland: Help to obtain electricity, gas, telephone, internet...
 - Installation documents: Visa, French and Swiss documents, driven license procedures, ...
 - Health care: list of specialists, language, prices, help to obtain offers from those ...
- Personnel rules and regulations: Information about status, rules, restrictions...
- Legal advice: (taxes, housing, work for family members ...)
- Work for family members: Advise on formalities, help to learn how to look for a job and working conditions and organization of forum to share experience
- Language: Specialized person giving advice, helping to communicate (French)
- Services: Guide you on how to obtain any service that CERN offers (maintenance, small works, repairs, cleaning, material purchasing...)

Forms of activity:

- Presence at working time and availability with telephone line or/and mailing list with information, twiki pages, "how to" service, ...
- Welcome package for newcomers with all detailed info. (shops, opening hours, housing ...)

Location

- It could be located in build. 33 reception

Structure

- It could be an extension of the mandate of the Users Office
- It could concentrate all present HR, PH and GS

In few words this «Help Desk» shall at arrival:

- Preregister the person, send all information on accommodation and the possibilities in function of the length of the stay and on the category of the personnel.
- Prepare all administrative documents that will be required in the function of the work (safety courses, habilitations ...) and its function (French cards, Swiss cards, ...).
- Allocate work space (computer account, office, keys, ...).
- Check the transportation needs and offer the possibilities in function of the status

Once at CERN

- Help actively to find and accommodation and to integrate the new arrival to the region
- Solve administrative procedures and guide the person to find the information searched
- Help finding the services available at CERN (work) and at CERN and in the host states (life)

Another point that we wanted to explore was the opinion on the Users Office and its role. Only 3% of the people answering the question use the Users Office regularly, 63% occasionally and 34% only just after the arrival. This question was filled by 70% of the users

31% of the people consider that the information in the Users' Office was too limited or inaccurate. Mainly because of information not updated (accommodation, visa, taxes, maps of the local area and living cost).

There are a lot of favorable comments too but the impression received is that the service changes radically from person to person.

Probably one of the most surprising results is that only 57% of the people said that they know the e-mail Users.Office@cern.ch. Considering only the Users that have answered this question the % is of 65%.

2.8.3 Child care

19% of the people that have answered the questionnaire said that need childcare facilities. Information is missing concerning the different services offered in the two Host States for child care:

- Only 45% knows the "maman de jour" and "assistante maternelle" (61% women, 40% men)
- Only 21% knows the entry conditions for Kindergartens in Switzerland (24% women, 20% men)

Some women have requested a "mother and child area" that means a zone for breastfeeding and taking care of very small children. The question was not clear enough and also if it was supported by 74% of the people, from the comments more than the "mother and child" area what they supported is a parent area to change, feed & make rest the kids.

Less than 100 people use the screened-off area in the restaurant. They correspond to ~30% of the people needing childcare facilities

The list of suggestions is very long. Some of them are:

- List of babysitters and "trusted" persons taking care of kids for a few days/weeks
- Flexibility for short term on the CERN kindergarten (Wednesdays, non CERN holidays, strikes, ...)

- After school facilities
- Information on summer champs, activities ...
- Need of more information, advices, sharing of experience for the education of children (difference between CH, FR and International education)

2.8.4 Arrival to CERN

Part of the suggestions on that questions have been added in the section 2.8.2 as a lot of people put the example of the multipurpose desk as what should be done to help once a person arrives to CERN.

Some relevant figures are:

- Only 7% of the people had problems obtaining a Visa. Mainly nationals from USA and Canada
- 85% consider that an expert providing information BEFORE travel to CERN would be helpful
- 77% consider that the experiment secretariats could provide this information
- 97% consider that would be useful to have detailed information on the web

To the question what kind of support is needed for people arriving for longer periods at CERN, the ranking of priorities are:

- A central point where information and advice is easily obtainable (49%)
- Installation service offering more detailed information & support (24%)
- Integration for users and family members (14%)
- Help with health insurance (12%)

An interesting suggestion is one of those pages that contains everything you need but that nobody knows that exist <http://newcomerwelcomecenter.com/index.html>

2.8.5 Sports at CERN

The Staff Association supports a very large number of clubs including sport clubs. We wanted to see if they were well known and also if was an activity considerer as a plus by the CERNois.

Table 16: Physical exercise at CERN

Needed for making exercise: Total: 1173	Number	%
Publicity/organization of fitness classes	519	16%
Make more showers available	967	30%
Provide changing rooms	888	28%
Provide indoor facilities for exercise during the winter	827	26%

- 67% consider that exercise should be encouraged as break during working hours
- For this will be needed more showers and changing rooms!
- 94% of the people knows the Staff Association clubs, 80% is member of one of them and 71% consider important this kind of activity

2.8.6 Other suggestions

- Supermarket at CERN: 92% knows where is the nearest supermarket but several people would like to have a basic supermarket at CERN (milk, bread ...)
- Ombudsman post

2.9 Discussion forum

A questionnaire is a good way to have a photo of the opinion of the CERNois but is not dynamic and shows only the opinion in a certain moment. For this reason we wanted to see if there was interest on the creation of a discussion forum where people could discuss and propose ideas for improvement/changes.

Table 17 shows the interest of people for such a discussion forum. 70% is in favor of an e-mail box for suggestions/information and will use it. But should be a moderated forum that works as a think tank and that is trusted and listened by the management.

Table 17: Discussion forum

What do you think of the idea of creating a discussion forum for people who would like to put forward ideas for improvements/ changes and discuss them with others? Total: 1481	Number	%
Good Idea	773	52%
Good idea: I would be interested	205	14%
No opinion	462	31%
Bad idea	41	3%

3. ACTIONS

During the ACCU meeting on the 10th of June some actions were announced:

Table 18: Short Term Actions

SHORT TERM	PILOT
Implement the WWW booking including revision of the booking rules.	GS
Create list of hotels close to CERN with their rate and make it available on the WWW, in the Users Office and in the PH secretariats.	GS
Negotiate corporate rates for nearby hotels.	GS
Study of new timetable (enlarged) for the regular shuttle (reducing taxi shuttle).	GS
Negotiate Corporate rates for cars at the airport.	GS
Negotiate the arrival of bus 28 to CERN.	GS
Study the extended opening of the French gate.	Implemented
Restaurant 1 - In progress ready in summer 2010.	GS
Restaurant 3 – Study of a fast interim solution.	GS
Purchase of new chairs.	GS-FP
Evaluation of stable Wi-fi on all site.	IT
Lockers close to Restaurant 1.	GS
Map with conference rooms available at CERN.	GS
Brochure on childcare on the region.	HR
Brochure on education in the region with comparison of the education path.	HR
Brochure for newcomers.	GS

Table 19: Long Term Actions

FUTURE PLANS
Creation of a new hotel (students).
Study new model on the use of bicycles and cars.
Safe passage on the frontier for bicycles.
Study Electrical cars and bikes.
Study the availability of showers of the hostel for people practicing sports.
Equip more conference rooms with video projector and teleconferencing facilities.
General office for CERNOis (and not for Users, staff ...) – Help Desk.