Advisory Committee of CERN Users Report

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US-LUA Annual Meeting
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What is the ACCU?

Advisory Committee of CERN Users (ACCU)
- Advisory to the DG on matters of conditions of users at the lab
- Established in 1977, reorganized in 1988 to current form
- Covers all aspects of user conditions with the lab, including quality of life issues, but also technical conditions

ACCU Membership
- 1-2 representatives from each member state, or states in accession to membership
  - Chair: L. Dragoslav-Laza (Serbia)
- 4 non-member state representatives
  - I was one of these in 2015 while resident at CERN
- 2 CERN staff representatives
- + secretary (non-member) M. Hauschild

http://ph-dep-accu.web.cern.ch/ph-dep-ACCU/
What does the ACCU do?

- **Quarterly meetings**
  - Meetings not public, **but slides and minutes are public**
  - Report from DG
  - Reports from General Services (GS), IT, Users Office
  - Other topical reports - often very interesting/informative
  - Discussion (complaints) from users get turned into action items, usually dealt with by CERN staff, not ACCU members

See: [http://indico.cern.ch/category/1058/](http://indico.cern.ch/category/1058/)

- **Some ACCU members serve on other CERN committees**
  - Hostel service review committee
  - Restaurants’ supervisory committee
  - Scientific information policy board
  - …

- **Generally not as ‘hands-on’ as other user’s organizations**
## ACCU topics in 2015

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Much is informative, although some topics generate considerable discussion
User Health Insurance

- Major issue worked on by CERN for several years
- Most relevant for users living at CERN without coverage from home institute (or under covered)
- Driven by change in French law which essentially eliminated the market for frontalier health insurance
- Allianz plan now available
  - At last report, >100 people signed up
- CERN continues to work on other solutions, don’t want to be tied to single plan
  - Considering bids from other providers
- Other private insurance can be found, sometimes not prohibitively expensive...

http://usersoffice.web.cern.ch/health-insurance-information
HUG - CERN collaboration

- HUG (Cantonal) emergency doctor and ambulance now on CERN site - 12h/day 5d/week
- Serves all of CERN (CH + F) plus western region of Geneva
- Strong motivation to improve response times

You still have to call 74444
Cell Phones

- CERN cell provider was switched mid-year from Sunrise to Swisscom
- Rates considerably better
- Initial coverage and service (anecdotally) considerably worse
- Much discussion of this, IT has long list of issues they continue to work to resolve, including
  - remaining poor coverage in some CERN areas
  - invalid routing of new 075 numbers outside CH
  - roaming issues in France

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Parking

🔍 Parking remains a serious and recognized issue, and CERN has been trying to address this for a while

🔍 CERN now has a tow truck, and isn’t afraid to use it
  - Don’t park in front of fire hydrants, or other dangerous areas

🔍 Longer-term plan to revamp parking rules/enforcement
  - Plate readers rather than vignettes
  - Parking zones, including 2-hour lots in high usage areas (e.g.: R1)
  - Realistic long-term parking plan with dedicated long-term lots

This will likely annoy some people, but leaving your car at B40 for 2 weeks is not a sustainable solution
Other random things

**Entree A**
- being equipped with automatic gate + plate reader
- will allow longer entrance hours
- same system will eventually be installed at Entree E (back gate to France) which will also allow extended hours
- Ultimately cost-saving measure (-1 guard)

**Shuttle service**
- Was reduced (particularly to Prev.) as part of general service (budget) cuts
- Have tried to minimize impact, but had to absorb 5% cut on general services
- Improving times to Airport for train schedule under review

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Perennial Topics

Hostel
- 70 rooms renovated in B38
- Occupancy patterns and outside visitors constantly under discussion
- Relatively new Hostel service review committee should help

Restaurant 1
- CERN acknowledges that R1 is a disaster at high use times
- Have been serving >2000 meals/day since 2010
- Trying to improve other options (like B40 kiosk, R3) but no current plans for further expansion to R1
- R1 bathrooms will be re-done in 2016 however...

Comments/Suggestions are welcome: https://cern.service-now.com/service-portal/search for suggestions to get to form
Final thoughts

馴 Like many things at CERN, ACCU is a bit formal

馴 People in IT, GS, and Users Office generally work very hard to make life better for users when they can.

馴 They particularly appreciate constructive comments and do take them seriously.

馴 Don’t assume nothing can be done, use the Service Portal or contact your ACCU representative
  - Sometimes there really isn’t much which can be done...

馴 Read the bulletin - CERN assumes that you do.

馴 Note: I am be stepping down as I am no longer resident at CERN. As this position is formally appointed by the DG, the replacement isn’t 100% official, but if you bring issues to the US LUA (esp. Quality of Life), they will be communicated to the next ACCU representative.