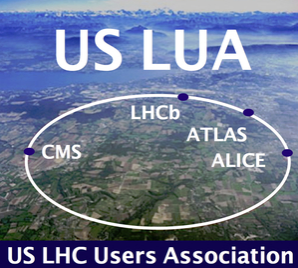


Advisory Committee of CERN Users Report

Eric Torrence
University of Oregon

US-LUA Annual Meeting
November 13, 2015



What is the ACCU?

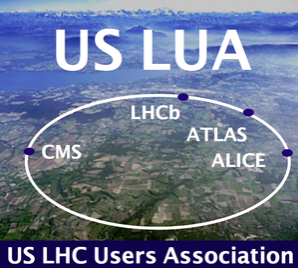
❖ Advisory Committee of CERN Users (ACCU)

- 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

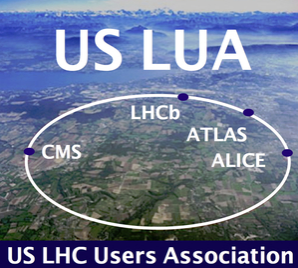
- Meetings not public, **but slides and minutes are public**
- Report from DG
- Reports from General Services (GS), IT, Users Office
- Other topical reports - often very interesting/informative
- Discussion (complaints) from users get turned into action items, usually dealt with by CERN staff, not ACCU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

See: <http://indico.cern.ch/category/1058/>

❖ Some ACCU members serve on other CERN committees

- Hostel service review committee
- Restaurants' supervisory committee
- Scientific information policy board
- ...

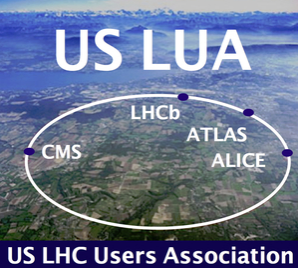
❖ Generally not as 'hands-on' as other user's organizations



ACCU topics in 2015

<u>Meeting</u>	<u>Date</u>	<u>Topic</u>
109	September 2015	Access control and parking news 60 years of Staff Association The CERN Ombuds Visits opportunities at CERN
108	June 2015	Collaboration between CERN and HUG 50 th anniversary of the CERN Bulletin Progress on Health Insurance Project for Users Reports from ACCU representatives on other Committees: Restaurants' Supervisory committee
107	March 2015	Change of the portable phone contract from Sunrise to Swisscom Progress on Health Insurance Project for Users Reports from ACCU representatives on other Committees: Scientific Information Policy Board (SIPB)
106	December 2014	CERNbox service The new approach to the CERN Safety Policy and Safety Organisation Recent developments in dosimetry + medical services support for Users Progress on Health Insurance Project for Users

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 frontier 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...



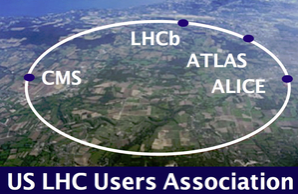
<http://usersoffice.web.cern.ch/health-insurance-information>

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

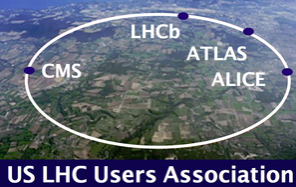
- ❖ CERN cell provider was switched mid-year from Sunrise to Swisscom
- ❖ Rates considerably better
- ❖ Initial coverage and service (anecdotally) considerably worse
- ❖ Much discussion of this, IT has long list of issues they continue to work to resolve, including
 - remaining poor coverage in some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

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



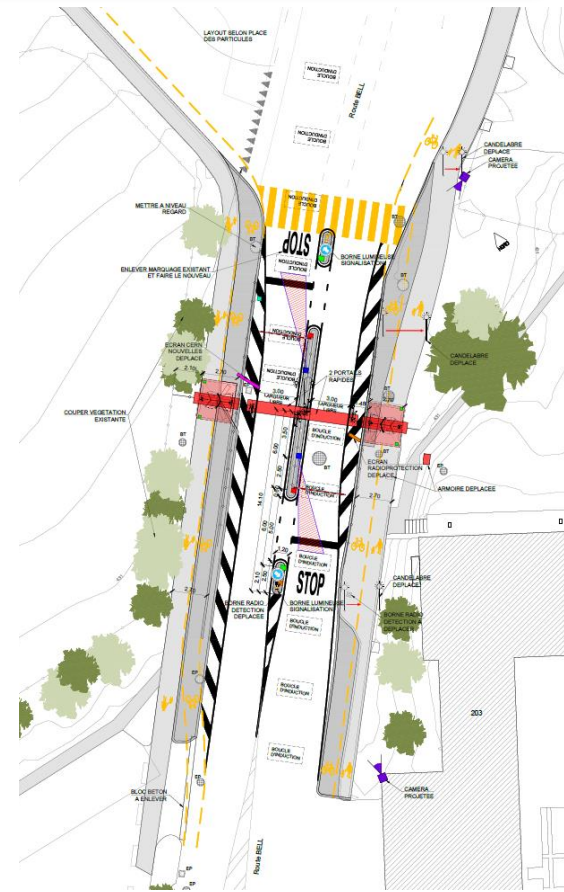
Other random things

❖ 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



Perennial Topics

❖ Hostel

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

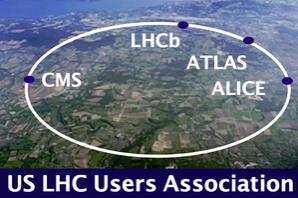


❖ Restaurant 1

- 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

- ❖ Like many things at CERN, ACCU is a bit formal
- ❖ People in IT, GS, and Users Office generally work very hard to make life better for users when they can
- ❖ They particularly appreciate constructive comments and do take them seriously
- ❖ 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...
- ❖ **Read the bulletin** - CERN assumes that you do
- ❖ 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