



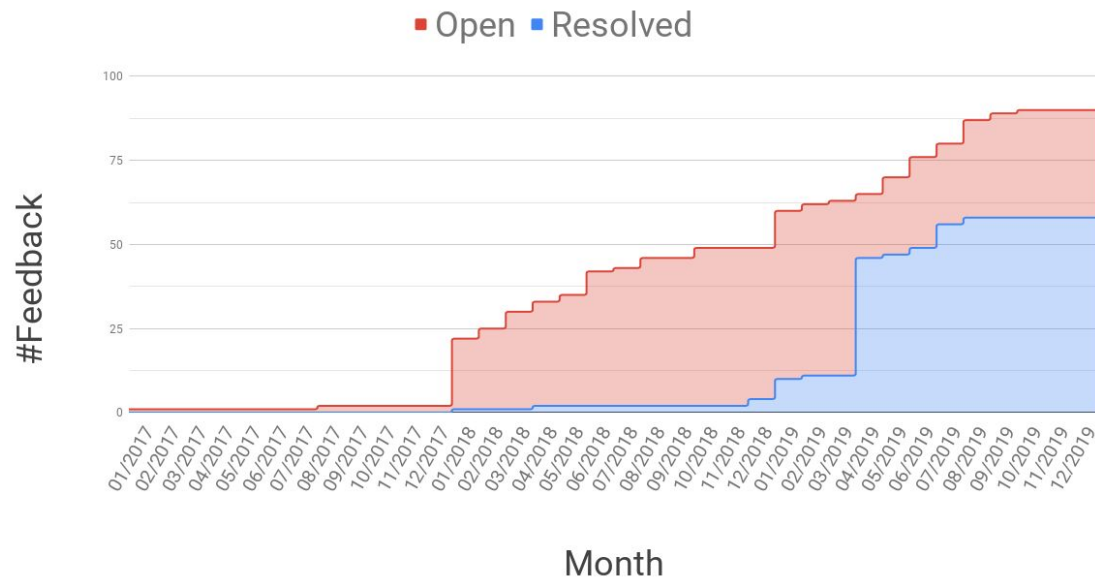
Quality of Life Sub-Committee

UEC QoL Meeting
02. October 2019

Oliver Gutsche for the QoL Sub-Committee

Feedback Overview

UEC Feedback



(*) Includes items we don't publish

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Resolved since 1. August 2019

COUNT of Comment # Category	Responsible	
	QoL	Grand Total
Site	1	1
Taxi	1	1
Grand Total	2	2

New since 1. August 2019

COUNT of Comment # Category	Responsible	
	QoL	Grand Total
Bathrooms:WH	1	1
Food	1	1
QoL	1	1
Site	4	4
Site Access	1	1
Village	1	1
Grand Total	9	9

Feedback Overview

(*) Excludes items we don't publish

Open

COUNT of Comment #	Responsible				Grand Total
	Government Relations	QoL	UEC	Users Meeting	
Category					
Bathrooms:WH			2		2
Bikes			1		1
Computing			1		1
Facilities			1		1
Facilities:Village			1		1
Facilities:WH			1	1	2
Food			4		4
Metrics	1				1
Policy				1	1
QoL			3		3
Site			4		4
Site Access			1		1
Taxi			1		1
UEC talks				1	1
Users meeting				4	4
Village			1		1
Grand Total	1	21	2	5	29

Resolved

COUNT of Comment # Category	Responsible			
	QoL	UEC	Grand Total	
Bathrooms:Village		2	2	
Bathrooms:WH		3	3	
Bikes		1	1	
Cafeteria:Hours		2	2	
Communication		1	1	
Computing		1	1	
Facilities:Village		2	2	
Facilities:WH		7	2	9
Food		2	2	
Global Services		1	1	2
Library			1	1
Mail		1	1	
Parking:WH		4	4	
Policy			3	3
QoL		3	1	4
Rental Car		3	3	
Site		1	1	
Taxi		3	3	
UEC			2	2
User Registration		1	1	
Visa		1	1	
Grand Total	39	10	49	

Newly resolved feedback since 1. August 2019

- Taxi service web documentation was updated
 - Primary site: <https://fess.fnal.gov/site-layout/>
 - Morning Village and Remote Lots to Wilson Hall:
 - https://web.fnal.gov/organization/fess/Shared%20Documents/morning_village_remote.pdf
 - Lunchtime to and from Village:
 - <https://web.fnal.gov/organization/fess/Shared%20Documents/lunchtime.pdf>
 - Evening Wilson Hall to Remote Lots and Village:
 - https://web.fnal.gov/organization/fess/Shared%20Documents/evening_village.pdf

Bus/Taxi Schedule

- Full Schedule
- Morning Village and Remote Lots to Wilson Hall
- Lunchtime to and from Village
- Evening Wilson Hall to Remote Lots and Village

Bus/Taxi Stop Location Maps

- Dorm 1 Stop
- Dorm 5 Stop
- LSC Stop
- Sauk Circle and Aspen East Stops
- IB 1 Remote Lot

Positive feedback - Happy Friday!

Every Friday morning, there is a **gate guard at the Pine Street entrance**, whom after carefully checking the badge, smiles and gives the most friendly, great "**Happy Friday**" greeting.

- I have stopped and told her how great that is. Just that little thing is a great cheer up, and others have mentioned it too, even to the point of someone bringing it up when I closed a LPC Computing Discussion, they suggested I wish everyone a "Happy Friday".

New feedback since 1. August 2019

- Can we please keep the Batavia road gate open after hours?
 - If I want to get to work early it takes me 25 minutes longer to do so. I imagine a lot of people live on the east side of the lab who have the same problem.
- Open the piano practice room in the village laundry building also to non-village-resident users and employees.
- Bathrooms!
- Many buildings lack social areas, like a dedicated area where people can sit and talk about general things, a table outside the building/offices in green areas.
- Bike and walking paths to go to different places inside FERMILAB are needed.
 - From village to Wilson Hall there is no problem, if I want to go to other places I must ride or walk in the road.
- Users would like to use the courts in the gym and not the fitness machines, and ask for not having to pay the membership fee
- For both inclusion and environmental reasons, there are not enough vegetarian options in the cafeteria.
- For the Fermilab tornado shelter, it needs:
 - Water, possibly some food stores
 - flip down benches like on the subway
 - not to have to walk through a puddle in the hallway
 - working WiFi throughout the hallway
 - power outlets would be nice, but benches would be better.
 - It was dark and quite hot with all those people.
 - <https://photos.app.goo.gl/NTnopMH6Aez36bdD7>
- Fermilab new employee orientation includes some information on FSPA and the LRGs but nothing on the UEC

Expired badges

September 25, 2019

- Beginning October 1, all expired badges must be returned to the Fermilab Security Communication Center (WHGF).
 - If you are renewing your Fermilab ID badge, the previous badge must be turned into the Fermilab Badging Office before they will issue you a new one. If you do not have your previous badge the Badging Office will ask you to submit a loss report. All Fermilab managers or Points of Contact (POC) are to ensure this happens.
- Please contact your [HR Partner](#), [Badging Office](#) or [Communication Center](#) if you have questions regarding this process.

05. September 2019: Meeting with FESS about water in village and bathrooms in Wilson Hall

Attendance:

- Karen Kosky (FESS head)
- Martin Bentivengo (Building and Support Systems Manager)
- David Jayson (Centralized Facility Management program manager)
- Griselda Lopez (International Services Manager)
- OLI (Assessor of Men's Bathrooms)

Couldn't make it:

- Kate Gregory (COO)

Material provided by Martin:

- Presentation: <http://bit.ly/2ZzOnY9>
- 2019 Water Quality Report: <http://bit.ly/2LraWnZ>
- DWS System - Responsibilities of Exempt Status 9-28-12: <http://bit.ly/2LsoxM3>
- Rod Walton Article Fermi Today Dated 02/04/2013: <http://bit.ly/2LtwNLD>

05. September 2019: Meeting with FESS about water in village and bathrooms in Wilson Hall

■ Discussion about bathrooms in WH

- Also in WH, piping and installations are very old
 - Same problem as in village, let water run
- Martin has the problem to not always have an up to date overview which bathrooms are broken and need maintenance → needs work orders to track, community is not informing about bathroom outages often enough, there is a FESS web page with instructions how to report outages: <https://fess.fnal.gov/atwork/reporting-facility-or-maintenance-issues/>
- Message from the community
 - Community is frustrated about many and long lasting outages
 - Community does not see that something is being done about it and is frustrated about long term perspective

■ Discussion about long term plans

- Lab is not able to invest as planned in its infrastructure for maintenance and improvements (DOE mandate is 2-4%, Lab manages 1.6% to 1.9% within current budget), maintenance and improvement backlog is increasing over time
- Lab is aware of these issues and is actively working on requesting funds from DOE to improve the infrastructure on site
 - Request to replace pipes throughout the site
 - Retrofit of piping insides houses in village not part of infrastructure plans
 - Request to replace pipes in WH
 - These requests could provide funds to Fermilab on 4-6 year time scale
- Lab has an infrastructure committee that discusses and prioritizes infrastructure work (for example: either pave roads, or repair something else)
 - Maybe need more involvement from the community to make decisions?

■ Discussion about communication

◦ Suggestions from community

- Inform the community about ongoing efforts to maintain facilities (both village and WH bathrooms) and long term plans
 - Fermi News article good vehicle → comment: needs regular follow-up (once a quarter?) to make sure that community not losing faith in Fermilab solving these problems
- Improve the reporting and overview situation of bathroom outages
 - Make it easier to see which bathrooms are out and to report outages, brown water occurrences (allow Martin to have an up to date overview anytime)
 - Maybe a webpage could be generated that shows which bathrooms are functional and which bathrooms are not (people could check to avoid wandering around WH trying to find a working bathroom), and one could also include buttons to quickly report outages and issues (like brown water)

■ General outcome

- Water safety is important, but also important is that community is not disgusted by the water quality (brown water, ...) → need to raise standards to make sure the community feels welcome at Fermilab
- Communication is very important, need to avoid community losing faith in Fermilab solving these issues
 - Regular communication about short term progress and long term plans
 - Information that problems being addressed and resolved as good as we can (web page suggestion)

■ Remark: was discussed at the last All-Hands meeting