



# Quality of Life Sub-Committee

UEC QoL Meeting  
04. October 2019

Oliver Gutsche for the QoL Sub-Committee

## Quality of Life Subcommittee

### Purpose

Oversee the living and work environment for all of Fermilab's Users. In particular the subcommittee responds to issues related to services such as housing, dining, and work space, facilitates international Users visiting Fermilab, and works to provide a positive working environment.

### Subcommittee Members 2018-2019

Oliver Gutsche, chair (Fermilab)

Sarah Demers, (Yale University) —————> Term ended

Jiyeon Han (University of Pittsburgh) —————> Term ended

Cindy Joe (Fermilab)

David Martinez Caicedo (South Dakota School of Mines & Technology)

### Our Partners:

#### Contact to Fermilab Student & Postdoc Association (FSPA)

Jose Palomino Gallo, (Illinois Institute of Technology)

The Global Services Group comprises the Users Office and the Visa Office.

#### Who and where we are

- Griselda Lopez, Global Services manager, Wilson Hall Mezzanine

#### Vision

A positive employee and user experience.

# Committees with Quality of Life member participation

Housing Allocation Committee

QoL representative Oliver Gutsche

Food Advisory Committee

QoL representative Jose Palomino Gallo

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For the next year:

The Campus Facilities Planning Board is getting more important, recommending how funds should be used (Bathrooms!). Last year that was (is) Gavin as UEC chair. Maybe this year we should have somebody from the QoL team join these meetings.

# Contacts throughout the lab

## Contacts to Fermilab's Organization

Globals Services Manager	Griselda Lopez
Wilson Hall Building Manager	John Kent
Roads & Grounds	Joe Pygott
Computing	Jon Bakken
Wellness Programs	Jeanne Ecker
Community Building	Jessica Jensen

Contacts are very important to represent the user community in quality-of-life issues

The real source of who to contact is Griselda!

# Last year - Feedback

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## Feedback about Quality of Life at Fermilab

Please provide any suggestions or feedback about Quality of Life at Fermilab via the [feedback form](#)

## List of open and resolved feedback

List of resolved and open feedback provided to the Quality of Life sub-committee can be found [here](#), restricted to on-site access. If you are offsite, please use the Fermilab VPN access method by going to <https://vpn.fnal.gov>, login with your Fermilab Services account and follow the instructions.

- Established by previous QoL team
- This year concentrated on:
  - Providing resolutions to submitted feedback items
  - Showing the community that we work on resolving their issues!

# Feedback form and knowledge base

## UEC Feedback Form <http://uec.fnal.gov/uec-feedback-form/>

Please submit any suggestions or issues you would like to bring to the attention of the UEC. We also welcome hearing about any existing programs that you think are useful and effective. Suggestions submitted using this form are anonymous. If you wish to get a reply to your question, please enter your name and email address in the space provided.

We look forward to hearing from you!

Name (optional)

E-mail (optional)

Feedback



I'm not a robot



reCAPTCHA  
Privacy - Terms

Submit

Clear All Fields

## Quality of Life – Feedback <https://uec.fnal.gov/internal/qol-feedback/>

### Resolved Feedback

Date Received	Date Resolved	Summary	Feedback	Resolution
01/19/2018	04/09/2019	Taps in bathrooms (WH9)	Taps in toilets only activate when hands too high above basin. They also keep breaking (9th floor)	This has been addressed.
01/19/2018	01/17/2019	Long term parking at WH	Provide a convenient long term parking space near Wilson Hall	Wilson Hall does not have long term parking and most likely will not since parking is already at a premium. It also interferes with roads and grounds winter plowing management. However, there are other long term parking areas on-site: Blackhawk & Shabbona Streets in the Village, CDF (HAB), D0, SciDet, and Lederman Science Center. Information was received from Security Chief.
01/19/2018	04/09/2019	Keep back door at users center open	Keep the back door at the users center open to allow people accessing the sports area to more easily enter the users center	This has been addressed, and the Che-Che Pinqua entrance to the Users Center bar area is now accessible during the normal bar hours of 4:00 – 11:30pm, Monday

# 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
<b>Grand Total</b>	<b>1</b>	<b>21</b>	<b>2</b>	<b>5</b>	<b>29</b>

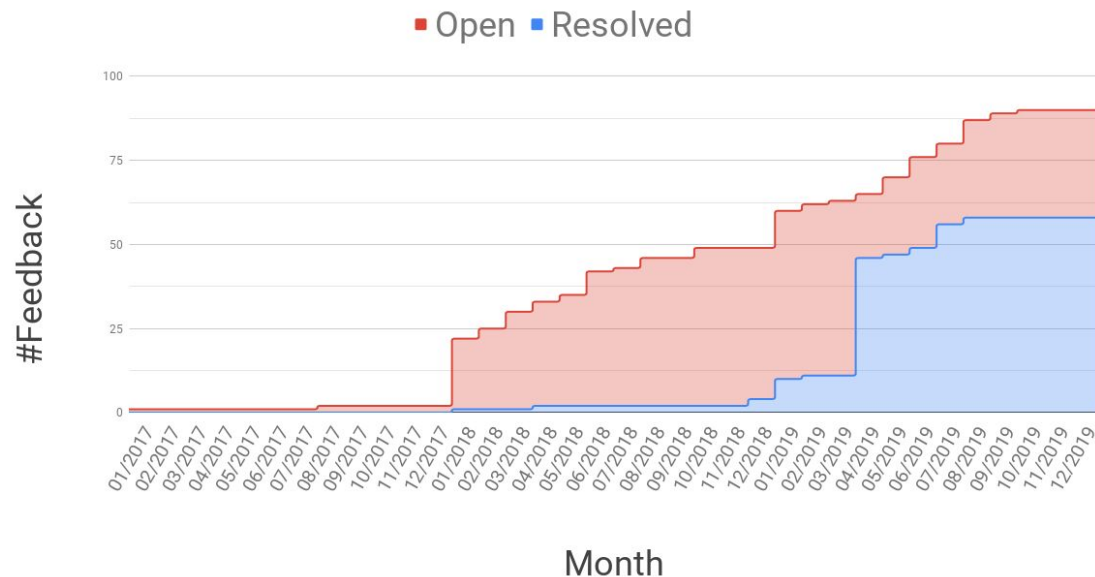
Resolved

COUNT of Comment # Category	Responsible			Grand Total
	QoL	UEC		
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
<b>Grand Total</b>	<b>39</b>	<b>10</b>		<b>49</b>



# 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
<b>Grand Total</b>	<b>2</b>	<b>2</b>

### 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
<b>Grand Total</b>	<b>9</b>	<b>9</b>



## What are the highest priority issues of the community?

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- Water quality (in the village, in WH, on campus, ... )
- Bathroom situation in WH
- Access to site, getting new badge → a.k.a. The CV requirement
- Communication to user community
  - Some communication only reaches employees

## Example:

I'm a postdoc and have been at Fermilab for soon a year and am pretty shocked at the state of the housing on site. Compared to similar sized labs (e.g. CERN, KEK, J-PARC) it's very poorly organised:

- 1) There's no online booking system, and availability isn't always clear when going through the housing office
- 2) There are plenty of houses that are currently unoccupied yet housing insists they are full. This is simply not true
- 3) Priority does not seem to be given to those who need it the most and may not be able to afford off-site housing (e.g. students, early postdocs, foreign visitors)
- 4) The quality of the housing is sub par. During my year here I've witnessed
  - A) two dead rats (not mice...) in the kitchen
  - B) failing ACs in the middle of winter leaving temperatures of about 40F in the room
  - C) failing hot water in winter, forcing cold showers for residents.
  - D) most of the gas on one of the cookers is broken in dorm 2, forcing the dorm to largely share 1 cooker between sometimes 20 people. This has been reported but nothing has been done for more than 8 months.

The non-car options on-site are very poor. In rain or snow the bike path often closes with large puddles forming, clearly been designed without adequate drainage. The alternative transport (FNAL taxi and Pace bus to Geneva) run too seldom to be practical; e.g. an 8 am start is largely impossible, as is leaving the office after 5-6pm.

Public spaces around the lab is very lackluster. We are surrounded by lovely nature but there is very little facilities to enjoy it, e.g. benches, tables, and so on.

The catering in the Atrium is incredibly overpriced and whoever bargained the deal should be ashamed. It is far cheaper to venture off-site and buy a tastier meal. Not very environmental, not very convenient and certainly not good for the working hours, but it's often the only viable alternative. The lacking vegetarian options are also a concern for me personally.

### Follow up afterwards:

Online booking is available for housing, user found the web documentation

The cookers in dorm 2 were repaired, but it took 8 months.

# WH bathroom situation - 15. August 2019 - around 5-6 PM

Thanks to Cindy and Marguerite for helping to gather the statistics!

WH	Women		Men		Gender Neutral	
	West	East	West	East	West	East
15N	OK			OK		OK
14N	OK			OK		
13N	OK			OK	OK	OK
12N	OK			OK		
11N	OK			Partial		
10N	OK			Partial		
9N	OK			OUT		
8N	OK			OK		
7N	OK			Partial		
6N	OK	OK	OK	OK		
5N	OK	OK	OK	Partial		
4N	OK	OK	OK	OK		
3N	OK	OK	OK	OK		
2N	OK	OK	OK	OK		
2S	OK					
1N		OK		OK		
Ground N		OK		OUT		
Ground S						
Locker Room		OUT		OK		

6 out of 24 male bathrooms are out or partially out

1 out of 24 female bathrooms are out

Anecdotally, the outages last for several weeks (9th floor is out 6 weeks?)



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## A normal UEC meeting report from QoL

# 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](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](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!

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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

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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

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### 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

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Join the QoL team

## Join the QoL team

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- We need a deputy for the QoL team
  - Expectation is that deputy takes over chair after one year
- We welcome team members
  - Interested in following up on feedback items
  - Interested in joining a FNAL committee on behalf of the UEC