



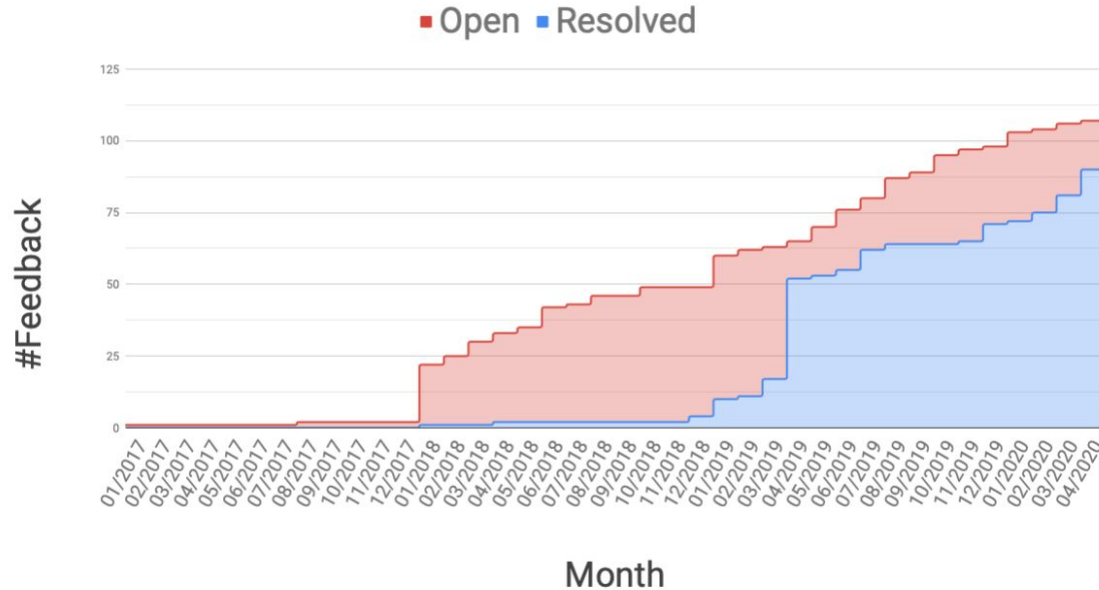
# Quality of Life Sub-Committee Report

UEC Meeting  
17. April 2020

Oliver Gutsche, Yuanyuan Zhang

# Feedback Overview

## UEC Feedback



(\*) Includes items we don't publish

### Resolved since 13. March 2020

COUNT of Comment #	Responsible			Grand Total
	QoL	UEC	Users Meeting	
<b>Communication</b>		1		1
Facilities:WH			1	1
Food	1			1
QoL	3			3
Site	2			2
Taxi	1			1
UEC talks			1	1
Users meeting			4	4
<b>Grand Total</b>	<b>8</b>	<b>1</b>	<b>5</b>	<b>14</b>

(\*) Excludes items we don't publish

### New since 13. March 2020

COUNT of Comment #	Responsible		Grand Total
	QoL	UEC	
QoL		1	1
<b>Grand Total</b>	<b>1</b>	<b>1</b>	<b>1</b>

# Feedback Overview

(\* Excludes items we don't publish

Resolved

COUNT of Comment #	Responsible				
	Government Relations	QoL	UEC	Users Meeting	Grand Total
Bathrooms:Village			2		2
Bathrooms:WH			5		5
Bikes			1		1
Cafeteria:Hours			2		2
Communication			2		2
Computing			1		1
Facilities			1		1
Facilities:Village			2		2
Facilities:WH			7	3	10
Food			5		5
Global Services			1	1	2
Library				1	1
Mail			1		1
Metrics	1				1
Parking:WH			4		4
Policy				3	3
QoL			16	1	17
Rental Car			3		3
Site			5		5
Taxi			4		4
UEC				2	2
<b>UEC talks</b>				1	1
User Registration			1		1
Users meeting				4	4
Visa			1		1
<b>Grand Total</b>	<b>1</b>		<b>64</b>	<b>11</b>	<b>81</b>

Open

COUNT of Comment #	Responsible		
	QoL	UEC	Grand Total
Bikes		1	1
Computing		1	1
Facilities:Village		1	1
Facilities:WH		1	1
Food		1	1
Policy			1
QoL	6		6
Site Access		1	1
Village		1	1
<b>Grand Total</b>	<b>13</b>	<b>2</b>	<b>15</b>

## New feedback since 13. March 2020

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- Since its tornado season, and the lab is closed due to COVID, it has made it difficult to find a tornado shelter for the employees who do not have basement in their houses. It would have been nice if the lab would let employees get in for tornado shelters incase of a tornado watch/warning. Thank you.
  - Contacted ESH for a reminder to employee about the tornado season.

# Resolved feedback since 13. March 2020

- 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
  - The gym building including the equipment and courts are maintained by the membership fee, which unfortunately, means that they can't be free.
- WH tornado shelters need improvements
  - We talked to FESS. The Lab is aware of the issues, and there is a plan to re-evaluate the shelter in the Wilson Hall to ensure it meets the necessary safety standards.
- One or more of the 3 Microwave Owens in the Wilson Hall atrium south-west corner need to be repaired or replaced.
  - We talked to FESS who reported back that two of the three Microwaves have been replaced. The third broken one is a back-up. There has not been a sufficient enough demand to maintain three microwaves; therefore, the third microwave will be maintained until it is no longer safe to operate and then it will be removed.
- List of recommended health care resources near Fermilab from primary care to ER
  - Griselda's email to the village community giving all needed info about COVID-19 and the lab answered this question.
- Internet in the village is intermittent and goes out regularly (hourly, not daily).
  - Reply from Jon Bakken: the internet to the village is carried over 50-year-old telephone lines. The jacket around the wires has disintegrated over the years and when there is water from rain or melting snow, the wires short out and the internet stops working. We've had telecom people in the village trying to find good wires to transfer failed connections over to. The wires to your particular case were changed to a good pair, but the problem persists. They are now looking at the VDSL modem. People are trying their best, but this is largely limited by old infrastructure.

# Resolving old feedback for UEC general and Users Meeting

- A request for information regarding Fermilab Library relocation plans
  - Answered by Mark Jeffers -- This is still not decided and under investigation. Different scenarios are being considered, including moving the library from the 3rd floor to the 15th floor.
- The non-car options on-site are very poor. In rain or snow the bike path often closes. The alternative transport run too seldom to be practical
  - To improve the non-car options on site, we have increased the bike-share options and the zip-car pilot was not well used by the community. We are open to other options if the community is going to use them. We have made changes to the bike paths to increase drainage. If there are other areas, please point them out to the lab through a service desk ticket.
- Clarify procedures to get food delivered to the dorms or the houses in the village
  - Recent COVID-19 related communications to the village residents included information how to get food delivered to the village.
- Directorate to use sarcasm in response to a question from users or employees
  - We talked with the directorate, please let us know if this happens again.
- Users meeting → all resolved with sensible comments
  - Include computing people and computing results and outstanding improvements in the UEC talks
  - Users meeting length is not long enough
  - Normal ranch dip available for break time snacks in Users Meeting
  - Alphabetize badges in Users Meeting
  - a box to recycle name tags

# Resolving old feedback for UEC general and Users Meeting

- General → still outstanding
  - Rude user to service desk -- Service desk received rude replies from a user, that didn't read instructions clearly and mis-operated on a wrong item, and then got annoyed when getting multiple reminders on the item they missed.
    - Delicate Issue.
    - We'd like to work on a reminder email to the community about respect with communication office, and present to Kate (COO) for sign off
  - "Better define the UEC role and how it interacts with other initiatives at the lab"
  - "Moving office spaces must be done with at least 24 hours of notification. Today I was informed I must move my things by today. Similar situation with my four colleagues sharing the office. 12th floor."
    - Existing comment "Gavin will bring this up with directorate to inform the department heads not to do that."
  - 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.
    - Talked to Mark Jeffers. Since this suggestion will incur cost, we can't commit to it without knowing how many people needing it. Suggest to start on this item as a "petition".

# Setting up an additional petition form

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- Comment from FESS: “We sometimes get comments from individuals and change things or provide new services, and then they are not appreciated by the whole community and/or not used”
  - QoL suggestion:
    - after individuals make comments that warrant changes, convert the topic into a petition
    - Allow members from the community to sign onto the petition within a time window
    - QoL/FESS can make decisions considering how many people have signed the petition.
    - Can use existing indico functions for the petition form?



# Village - Housing office

- Town Hall for Village Residents - March 25
  - Information discussed: <https://get-connected.fnal.gov/covid19/>
  - Need login with service password and VPN if off-site
- Launched Bike Share program April 6th
  - You can find additional information on the Bike Share website ( <https://get-connected.fnal.gov/Bikeshare/> ) or on the Fermilab Village Facebook page <https://www.facebook.com/groups/FermilabVillage>.
- Beginning Monday, April 13, the Housing Office hours has changed.
  - Our goal is to maintain the same level of customer service while working remotely to protect the safety of both the staff and residents. The hours are as follows:
    - Wednesday: Onsite office hours 8 a.m. to noon
    - Monday, Tuesday, Thursday and Friday -- Available via email and phone from 8 a.m. to 4 p.m., or onsite by appointment only
- Contact Information:
  - Housing Office - ext 3777, [housing@fnal.gov](mailto:housing@fnal.gov)
  - Jeanne Lasusa – ext 4598, [ilasusa@fnal.gov](mailto:ilasusa@fnal.gov)
  - Cheryl Bentham – ext 3994 , [sassy@fnal.gov](mailto:sassy@fnal.gov)
  - Jacqueline Cyko – ext 3776, [graber@fnal.gov](mailto:graber@fnal.gov)
  - Griselda Lopez – ext 6304, [griselda@fnal.gov](mailto:griselda@fnal.gov)
- Village residents filling the census -- Griselda will send email on how to do it, and why it's important to fill the census.

# Global Services Webpages review

- Global services asks a limited number of people to review their new webpages:
  - 1 User → Marguerite (?)
  - 1 UEC appointed person → Yuanyuan
  - 1 FSPA appointed person → waiting for answer, need to check?

## Global Services

- Global Services Newsletter
- Immigration Alerts
- Contact Global Services
- Life at Fermilab

## Badging Office

- Lost ID
- FAQ
- Contact the Badging Office

## Housing Office

- Onsite
  - > I want to live onsite
  - > I already live onsite
- Off site
- FAQ
- Contact the Housing Office

## Recreation Office

- Fitness
- Bike Share
- Language Classes
- FAQ
- Contact the Recreation Office

## Users Office

- New User Access
- Renew Access
- FAQ
- Contact the Users Office

## Visa Office

- What to put here?
- FAQ
- Contact the Visa Office

# Parking Survey Draft Questions

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- What is your main working location?
  - Wilson Hall, IARC and FCC, Other (SIDET?)
- Where is your usual parking location
  - Wilson Hall West, Main parking lot, Wilson Hall West, Main parking lot, near g-2, Wilson Hall East, A1 parking lot, Lederman Science Center, ARC and FCC
- What is your usual arriving time?
  - Before 8:30 am, 8:30 am to 9:30 am, 9:30 am to 10:30 am, 10:30 am to 11:30 am, After 11:30 am
- What is your usual departure time?
  - Before 4 pm, 4 pm to 5pm, 5pm to 6 pm, 6pm to 7 pm, 7pm to 8 pm, After 8 pm
- What is your desired parking lot, and arrival/departure time?

Shelved until September.

## Action item for the UEC & NEWS

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- Need to provide information about the UEC to be added to the “New Employee Orientation” (which is also now available for users as a pilot)
- Housing rental agreement for users to get driver’s licence.

**REMINDER**