



Quality of Life Sub-Committee Meeting

17 May, 2022

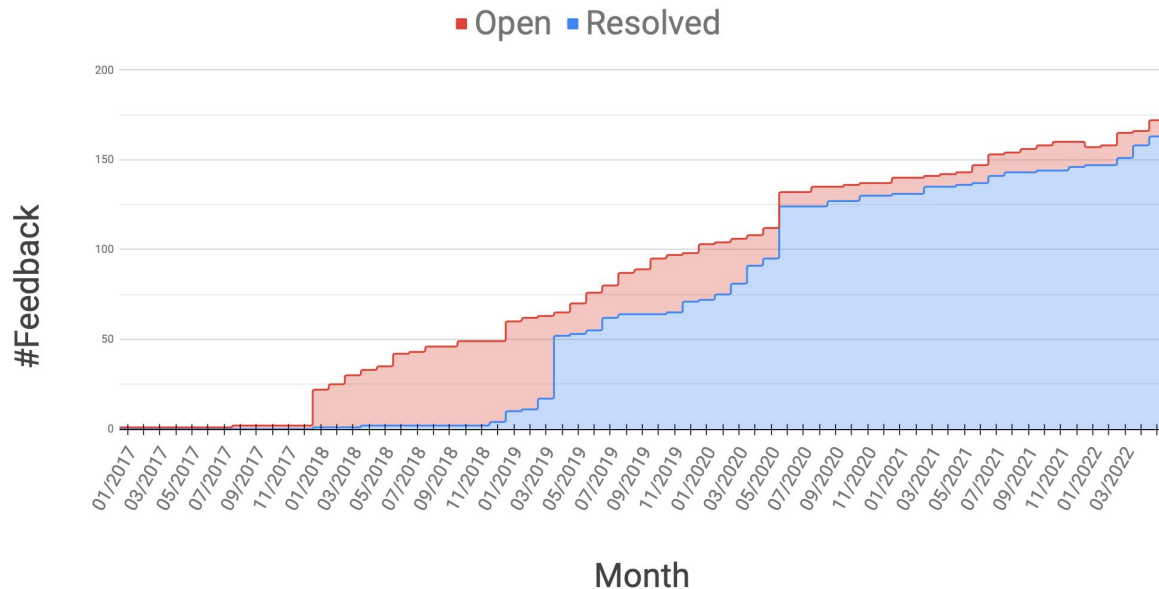
Aleena Rafique, Richard Cavanaugh



QoL Feedback Overview

10 new issues received during last month.
9 issues resolved during last month.

UEC Feedback



(*) Includes items we don't publish

Open

(*) Excludes items we don't publish

COUNT of Category	Responsible	
	QoL	Total
QoL	9	9
Grand Total	9	9

New feedback since last meeting

New Issue (and Resolved)

- Request for updated information about Fermilab Taxi/shuttle service
- Feedback:
 - Request for more information on the Taxi/shuttle service to be put on the website that currently lists it (<https://fess.fnal.gov/parking-bus-and-taxi-services/>). It would seem like it needs updating (TBDs on the webpage). Specifically I think it would be important for users/affiliates (especially those using the accommodations at the village, and those taking shifts in Wilson Hall or Test Beam Facility) to know the hours in which the service is available (weekdays/weekend), and what is the expectation for wait times if one calls the number. If those hours can be adjusted to cater to at least "day" shifts (i.e. being able to get to the location of the shift by 7:30am/8am and leave by 5pm/5:30pm, it would be great.
- Follow up:
 - Contacted Steve Whiteaker, who contacted Mike Pfaff (directly manages the Distribution team, including the shuttle services):
 - Our current hours of operation for the shuttle begin at 7:30 am and conclude at 3:30pm. Calls made between 3:15PM and 3:30PM may not be able to be accommodated if we do not have the staffing on hand to cover the vehicle. The shuttle is operating on an on-call basis at this time by calling (630)840-4225.
 - Currently our anticipated wait times are between 10 and 25 minutes depending on time of day and location of staff. We do not currently have a shuttle bus driver that is designated to operate our bus so when a call comes in we need to dispatch a driver. At times the driver may need to return to our office and then take the bus to the pick-up location which can take some time. We plan to have a dedicated shuttle bus driver in the coming months.
 - Coming out of COVID closures, we are evaluating the demand for the shuttle service. As the demand increases to a substantial level, we will revisit the need for extending the hours of operation to 4:30pm. In our tracking of calls we have had minimal requests for calls after 1pm, and therefore feel that this schedule should accommodate for the time being.
 - Website that lists that information <https://fess.fnal.gov/parking-bus-and-taxi-services/> also appears to have been updated

New Issue (and Resolved)

- Questions about public transportation to Wilson Hall
- Feedback:
 - Now that we have students coming on-site, and not everyone lives in the village, it would be good to have guidance on how to get from Wilson Hall to an exit. For example, previously (pre-COVID) one could order an Uber to the hall (or other text service). The new rules prevent this. There is a shuttle bus which goes to Geneva. Does this also drop off at the gates? If not can it be made to? We have several students coming on site who do not own cars or who cannot drive, and we cannot expect them to walk for an hour just to leave the site. This is especially an issue in the colder weather.
- Follow up:
 - Contacted Kim Pearce: Pace has a call and ride option, which is listed at (click on the “Transportation” tab): <https://get-connected.fnal.gov/life-at-fermilab/> .
 - Lori Limberg (Security): Ubers are still allowed. They will need to notify the SOC at x3414 when they are expected. This information is listed on the Fermilab Security page (internal to FNAL): <https://eshq.fnal.gov/atwork/em/security/>

New Issue (and Resolved)

- Comment about Annual Users Meeting
- Feedback:
 - "I noticed that the email announcing the Annual Users Meeting was implicitly discouraging on-site participation by declaring only a limited number of spaces were available for in-person attendance. I can't imagine this is because of COVID mitigation protocols, since lab occupancy has been extremely low even after the site was opened on Feb. 28. In my mind, the problem is that not enough people are coming on site to Fermilab not that too many people are coming on site. In fact, I find it hard to believe that even if we encouraged people to come to Fermilab for the Users meeting that we would ever end up in a situation where we couldn't safely accommodate everyone in Ramsey auditorium, but maybe I am wrong. In any event, if the reason for limited in-person attendance is related to the lack of on-site hosts, I would like to volunteer to be a host for users who want to attend the Users meeting in person, and I would also be happy to recruit more hosts for this purpose."
- Follow up:
 - Contacted Sophie Middleton: The issue is we may only have < 100 on-site. Given we now have > 180 participants the wording seems fine. Griselda was worried about over subscription. I too was skeptical but we chose to word it like that to avoid people saying they were coming just because they might and then not turning up, when others who register later may not have chance to come on site.

New Issue

- Several reports of complaints about onboarding with FermiWorks
- Paraphrased Feedback:
 - Regarding renewals of the Fermilab accounts every six months for non-US citizens. Many mentioned that, previously, the reminders were sent a month in advance and this was not sufficient time for people having busy schedules (professors etc). Now the notice time has been extended to two months, which is appreciated. However, users are still struggling to imagine the need of the extensive onboarding every six months in FermiWorks. A couple lines of the reporting is copied below.
 - It would be nice if there was clear feedback like an email automatically generated that you finished your Inbox items in FermiWorks and then people know their ticket can proceed, otherwise they have been given instructions it cannot and they need to go back to FermiWorks and hit Submit a few more times.
 - People also don't consult the extensive tutorials that the Campus Access & Experience Office has provided. Rather, they simply try, fail, and then do nothing.
- Follow up:
 - Contacted Kim Pearce:
 - They do not have to complete onboarding every six months...they only complete onboarding every time they have to do a renewal request.
 - If they put a full year on their request, they will not be asked to onboard again until they submit another request. If they have to fill out another request and complete onboarding before the 1-year mark, it is because they put a shorter time on their request. Here is the link that explains how they can look up their requests in the system: https://fermi.servicenowservices.com/kb_view.do?sysparm_article=KB0014311
 - If they have remote access and then fill out an onsite-only request, they will be prompted to log in and complete two more documents, since those are not completed in the remote onboarding steps.

New Issue

- Request to improve the cafeteria availability
- Feedback:
 - A general request for an improvement in the cafeteria availability and staffing. Right now the staffing level of the cafeteria is very low. This leads to long wait times during peak hours (sometimes of 30-45 minutes). Ideally, there should be equal or more capacity than demand and wait times should top out at 15 minutes. Because of the reduced hours, there is an inability to provide coffee for official functions after ~2pm. Additionally, the menu right now is so small as to make the cafeteria an unappealing option. Because of the small menu and the reduced hours, few people will use the cafeteria. This is a cycle that we need to break out of. People will use the cafeteria if it is more open. Is there a plan or timeline for making this happen?
- Follow up:
 - Contacted Steve Whiteaker (who forwarded on): “On behalf of our organization, I’d first like to apologize for any negative experience you’ve encountered at the WH Cafeteria. I can say that, to this point, the feedback has been relatively positive and we’ve been increasing our customer base.
 - The cost of keeping someone past 1:30pm for coffee service wouldn’t be in the best interest of the subcontractor’s profitability, as the overhead would far exceed the sales potential. Taher does provide catering, which is available at most times. I believe there are some groups currently utilizing this option for coffee service for their meetings and events. This service can be arranged by contacting FermilabDiningServices@taher.com
 - Currently, the Lab’s reduced onsite population limits the options relating to the food service. It’s been a delicate balance of providing food options, while considering the overhead expenses (FTE & perishable inventory). The WH Cafeteria is a subcontracted service, so we have to be sensitive to their viability. We plan to expand, once the onsite populations begin to return back to pre-pandemic levels. Until then, we will continue to look for creative ways to provide quality food service. “

New Issue

- Problem with Microsoft Exchange account renewal
- Feedback:
 - Passing along another complaint. This is the problem of someone with a native @fnal.gov Exchange account the renewal doesn't complete, Microsoft deletes the account in 30 days: "I lost all my e-mail history. It actually amazes me that they did what they did while there was open active application for renewal and the reason it took so long was because e-mail to confirm my identity ended up in spam folder of Fermilab person whom I put on the form."
- Follow up:
 - None yet.

New Issue

- Request for information about Fermilab Bikeshare Program
- Feedback:
 - We would like to understand a little bit more about the bike share program and its use (<https://get-connected.fnal.gov/recreation/bikeshare/>). How well used is the program, quantitatively? How many bikes are available at each location at various times of the day? Can this be a mode of transportation which is counted upon for people who need to be on shift?
- Follow up:
 - None yet.

New Issue

- Request for updated status information about supply for new badges
- Feedback:
 - What is the status of the supply chain issues for badges with chips in them? We have reports of people who are taking on-site shift who don't have a chip. This means they need to request keys for the ROCs from the security and communications office each time they go on shift and those keys need to be returned at the end of each shift or when leaving the site for lunch. Also, when the supply issue is resolved, will there be a process for chipless badges to be replaced with chipped badges without waiting for a normal badge renewal cycle?
- Follow up:
 - None yet.

New Issue

- Problems with attending in-person appointments for rebadging
- Feedback:
 - We've had a few instances when the process for a person coming on site for a badging office appointment goes awry. The people are not let through the gate because something was wrong in the system (users office side). The people aren't told because it has something to do with their ID/name not being associated. What is the recourse when the person does everything right (renewal + FermiWorks + badging appointment) and the breakdown is on the FNAL side? In one instance, the person happened to be with an employee and they needed to sit at the gate for 30 minutes while a series of people were contacted through text and email, eventually making it to the security office where the person given a temporary pass. Why did the gate personnel not just contact the security or users office directly? Why was it up to the individual to make contact through this complex chain? If a person doesn't fill out all of the forms, we get it, they won't be allowed on site. We simply want to understand the recourse for people who do everything correctly and are still denied access.
- Follow up:
 - None yet.

New Issue

- Status of escort privileges by badged person
- Feedback:
 - "When will escort privileges by badged persons resume? Wouldn't this have fixed and/or helped with the issues with in-person appointments for rebadging?"
 - What is the status of the installation of the card readers in Wilson Hall? We'd like to get an idea of when the public will be allowed back into WH."
- Follow up:
 - None yet.

Open feedbacks

Open Issue

Just a moment before this message below came through, I got a call on my cell phone from Batavia Ill. It was marked as “Potential SPAM”. I refused the message, and then I saw this email.

This seems like a minor glitch in the system. If the caller had been identified, I guess my carrier wouldn't have marked it as potential SPAM. So you might contact the Emergency Notification guru and see if you can arrange for the outgoing call to be listed better with caller ID.

Begin forwarded message:

From: Fermilab Emergency Notification System <noreply@everbridge.net>

Subject: Kirk Rd. and Wilson St. closed due to accident

Date: March 21, 2022 at 3:54:53 PM EDT

To: "xxx@bu.edu" <xxx@bu.edu>

Reply-To: Fermilab Emergency Notification System <noreply@fnal.gov>

Fermilab Emergency Notification

Please note that Kirk Rd and Wilson St. is currently closed due to a severe automobile accident. Use Pine St. or Batavia Rd. gates to enter or exit the Batavia site. A message will be sent when the area is all clear.

- Sent an email to Jim Niehoff and David Esterquest from Emergency Management office

- Follow-up:
 - Reply from David Esterquest (ES&H Emergency Management Specialist): The phone number associated with Everbridge is the main Fermilab number 630-840-3000. So when a mass notification is being sent the caller ID is the 630-840-3000 phone number. The best means to ensure they receive a message is to have this saved as a recognized, or identified contact and also have an additional contact pathway listed in Everbridge.
- Follow-up discussion from UEC General meeting:
 - Emergency notifications are important communications from Fermilab to employees and users. Every effort should be made to ensure that everyone concerned receive those communications and Fermilab should not rely on end users to correctly configure their phones to receive such messages.
 - Aleena has contacted the submitter to inquire if the telecom service provider might be at fault (hypothesis being that the provider may have detected and flagged a mass text message broadcast originating from 630-840-3000).

Open Issue

- Complaint about the W&C seminar from Feb 11
- Paraphrased Feedback (see previous meeting for full text):
 - On that “International Day of Women and Girls in Science”, I walked away from the talk feeling infuriated and hurt. From the speaker choice, to the talk, to the dismissal of racial and/or gender minorities during the talk, to the unprofessional behaviors in the audience, there are so many things that have gone wrong. Fermilab really need to make sure that such disasters don’t happen again, and also take appropriate remedial actions now.
- Follow up:
 - UEC recommend: (1) Zoom etiquette policy, (2) consult future DEI talks with DEI office.
 - Heard back from Kevin that they will look into DEI approval before any DEI related seminar
 - Kevin mentioned that a code of conduct similar to the theory seminar lists could be adopted.
 - **Code of conduct (Theory seminar):** The Theory Seminar is a scientific seminar and thus questions and discussion are welcome. The goal of discussion is to enhance the quality and understanding of the science. Even when questions are hard and probing, we will, however, insist that they will be asked and answered with respect and civility. We value voices of all backgrounds, accents, pitches and volumes, both among our speakers and in the audience. Scientific claims are judged by their content and rigor, and not by the confidence of their proponents.

Resolved feedbacks since the last meeting

Resolved (Old) Issue

- Rent increase in the village
- Paraphrased Feedback :
 - Represented 5 open feedback items, dating back to July 2021
- Follow up:
 - Recommended that Fermilab onboarding be improved to provide clarity regarding rent rates and changes
 - Asked about possibility of a URA grant for this purpose
 - URA encouraged the UEC to pursue this
- Resolution:
 - Message from Steve: We've posted the current housing rates on the housing website, as requested. They are not public, but on our internal site. Please use the link below.
<https://fess.fnal.gov/housing/on-site-housing/>
 - Aleena is currently drafting a grant proposal and submit to the URA

Resolved (Old) Issue

- Potholes on roadway entering Fermilab in front of the Batavia gate
- Feedback:
 - The roadway entering Fermilab in front of the Batavia gate is starting to accumulate a serious number of potholes. I'm aware that there is a maintenance cycle for the Fermilab roads and I'm wondering how long until that entrance will receive some attention. Additionally, I know that there is periodic maintenance to make sure the road and the train tracks are level. Is this a Fermilab initiated activity or something that is done by the railways? Either way, the difference in elevation is beginning to be significant and I'd like to see this fixed before it starts to become a serious problem for cars entering and exiting the laboratory.
- Follow up:
 - Sent an email to Mark Jeffers from FESS:
- Resolution:
 - The immediate issues of potholes have been addressed by grounds crews. For the longer term strategy, this area has been identified as a priority for general replacement as funding becomes available. Regarding the crossing, Canadian National manages that maintenance and it is scheduled by that organization. We can reach out and see if there is any update they can provide to us or if there is anything they can do to alleviate the raised concern.

