



Quality of Life Sub-Committee Report

19 August, 2022

Aleena Rafique, Richard Cavanaugh

- Aleena will be on leave for a few months
 - I will chair the QoL sub-committee meetings during her leave
 - I have a good sense for most things, but I'm still learning
- Need to find a new nominal time for QoL to meet
 - Teach at University this year and my course meets at 11:00-12:15 on Tuesdays and Thursdays
 - Will send a Doodle poll to find the least inconvenient slots to change our nominal meeting time
- Tuesday's meeting focused on feedback by users and employees related to Lab access

QoL Feedback Overview

**13 new issues received during last month.
0 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	29	29
Grand Total	29	29

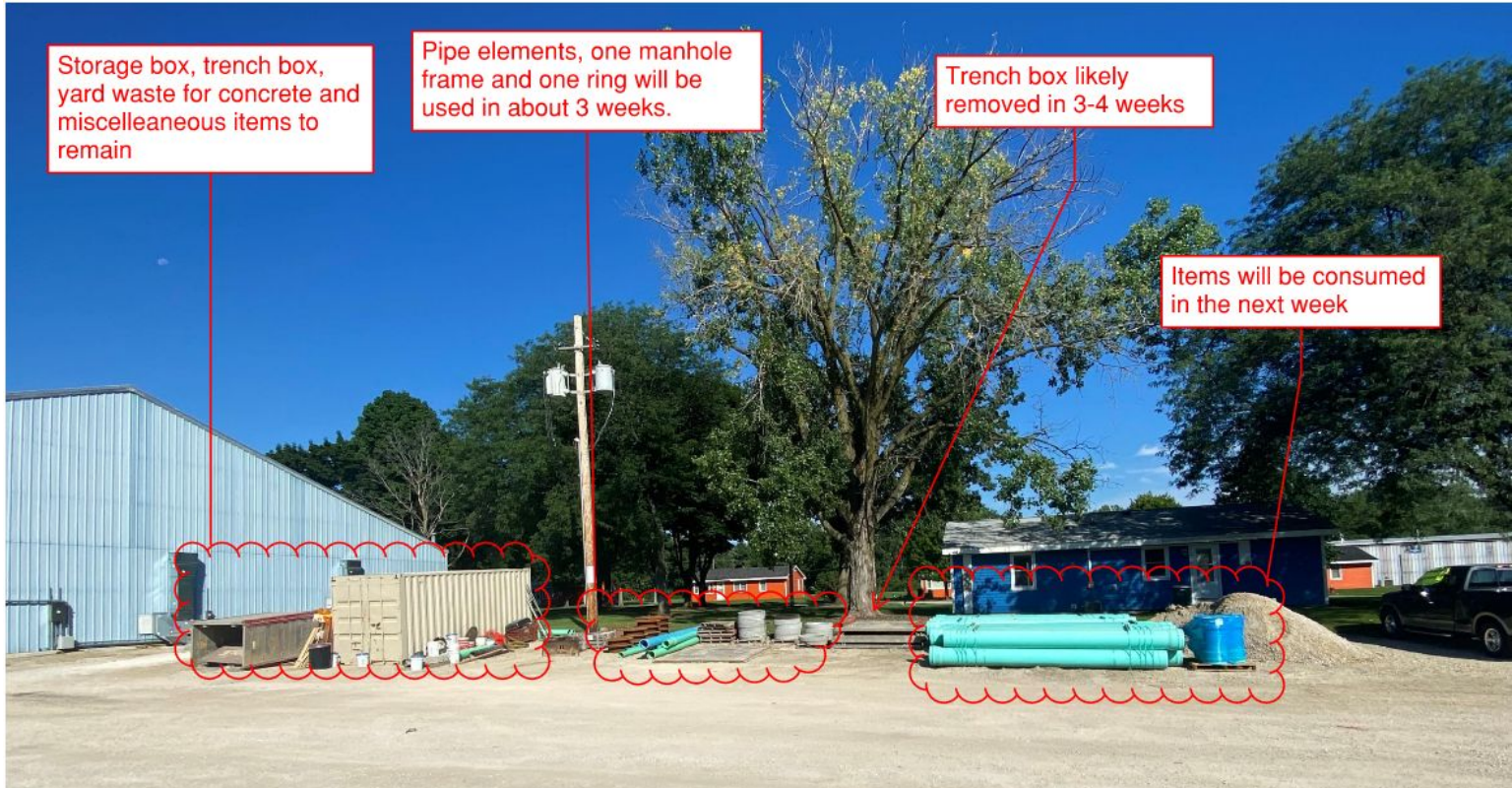
New feedback issues reported since last meeting

New Issue

- Issue with blocking access to Whatsapp
- Paraphrased feedback: Whatsapp should be accessible on Fermilab site. Useful for communicating with colleagues and family in Europe.
- Follow up:
 - Represents 5 of the 9 Feedback issues reported to the UEC in this month
 - This is one of the primary means for communication for many Fermilab users onsite, especially international users.
 - Plan to follow up with John Bakken asap

New Issue

- Issue with construction material stored near a village house near Dorm4
- Paraphrased feedback: There is some construction material which has been near that house for multiple months. Residents report of health issues and allergies due to dust. Could this be moved to some other place?
- Follow up:
 - Sent mail to Kim and Griselda; was forwarded to Jeanne Lasusa in Housing; forwarded to FESS Construction Management team –
 - We apologize for any inconvenience and are **open to discussing with affected persons** (or through you/ to ameliorate specific concerns or impacts they may have, but **a laydown yard generally near the work is something the lab is to provide to the contractor. Requiring a contractor to move the stage boxes, etc. would be considered additional work and would result in additional charges to the Lab.** We looked for some time for a laydown area in the Village that would serve the purposes of the project. The Village is of course a difficult area to find a storage laydown location that a) is flat and large enough, b) will require little to no restoration (ruling out grass and asphalt), c) impacts the least possible amount of people and allows local traffic/parking, d) somewhat centrally located and easy to reach with tall/large vehicles. After reaching out to a number of possible area/building managers and receiving feedback, we determined the stoned area behind the Village was the best location that fit these requirements.
 - I have taken a photo of the area behind the Gym to show the extent of the items, a description of the stored elements and when they plan to be removed. Essentially the bulk of the materials are expected to be utilized in the work (i.e. pipe, fittings and stone) in the next week, though the storage box, misc. items and trench box will remain for about 3-4 weeks.
 - I **expect the contractor will shift into a site restoration mode in about 3-4 weeks**, which will mean the removal of most of the remaining non-consumable items. We have already placed other larger areas of stone and concrete manholes away from residences in the immediate vicinity of the work so as to reduce impact to residents, however as mentioned, a laydown yard is required for the contractor. I am already looking into the potential for the contractor to try to deliver consumables (i.e. pipe) to a different location to limit work near Dorm 4.
 - We replied that the construction materials themselves are not the issue, the dirt pile is more concerning and asked if it could be moved.



Storage box, trench box, yard waste for concrete and miscellaneous items to remain

Pipe elements, one manhole frame and one ring will be used in about 3 weeks.

Trench box likely removed in 3-4 weeks

Items will be consumed in the next week

New Issue

- Issue with shuttle service
- Paraphrased feedback: It would be great if the shuttle could run a little later, especially during the summer when many meetings run later than the shuttle schedule. It makes it difficult for those of us in the village, and sometimes all of the bikes are in the village already, so we have to walk. This is especially difficult in this hot weather.
- Follow up:
 - Represents 2 of the new feedback issues
 - Sent an email to FESS
 - Part of the problem is that FESS records shuttle requests up to 4:30pm, when the dispatcher leaves work, and see little demand. However, no record is kept of requests after 4:30pm, which is possibly when there is most demand.
 - The village is far from WH. FNAL need to address this issue.

New Issue

- Question about COVID-19 Protocol at Fermilab
- Paraphrased feedback: Reports that people with a positive Covid test were told by the FNAL Medical office not to test after the initial positive test. This "don't look, don't see" procedure seemed to be amusingly bizarre to this particular user. User's question: "Can Fermilab improve its Covid policies so that they don't punish people that are testing themselves?"
- Follow up:
 - Emailed Amber Kenney

New Issue

- Issue related to wildlife and drones
- Feedback: “Hello UEC, I hope you can ask this question of the directorate for me: has the potential impact of security drones on the wildlife in the Fermilab Natural Areas been evaluated? If yes, what were the findings? Thank you.”
- Follow up:
 - Sent an email to Joe Rogers in Security; he suggested to send mail to [“access@fnal.gov”](mailto:access@fnal.gov) Plan to follow up as suggested.

New Issue

- Issue related to closure time for East Gate
- Paraphrased feedback: “Could you please inform village residents the exact time of closure for the East gate entrance to Fermilab on weekdays and on weekends? I had troubles accessing the site through east gate on Saturday night when i couldn't access the gate at 10:30pm.”
- Follow up:
 - Sent email to Joe Rogers: “Yes, we are still working on this. The gate currently closes daily at 10pm. We are having a lot of security guard subcontract changes and we are unable to make this change at this time. We are hopeful that we can make this change in October, but I don't know if we will be able to at this time.”

New Issue related to Lab access

- Issues with Lab access for users
- Un-paraphrased feedback: "I want to add my name to the list of voices protesting the absurd increase in ""security"" at Fermilab. **It has really started to impact productivity and is also clearly affecting morale.** In my case, I recently hired a postdoc from <Country>. I got him site access for the interview, so presumably he's been cleared (in addition to the vetting it took to get him his J-1 visa in the first place), but when I hired him, the process *started all over again* to get him a user ID, so he has to wait here in <University>, not even able to access computing resources. This is clearly a waste of time for everyone involved. At the risk of stating the very obvious: (a) Fermilab does no classified research, (b) Fermilab has no fence, (c) Fermilab's guards do not carry guns, and (d) anyone - even people from countries on the SST list - can come on site by simply saying they would like to see the bison. We should take advantage of the situation by returning to the open environment that was envisioned when the lab was founded. **I was on the UEC several years ago, when this process started. We didn't push back hard enough then, and now we are where we are. If we don't push back now, it will only get worse in the future.**"
- Follow up:
 - Sent an email Kim and Griselda who suggested we forward to Joe (Security). Ultimately, this is feedback that seems more appropriate to the FNAL directorate, who is the main entity that can advocate to the DOE for changes in user access to the Lab.

New Issue related to Lab access

- Issues with Lab access for users
- Paraphrased feedback: "Hosting summer students from Italy is a long-standing and highly valued programme / tradition between Italy and Fermilab. This summer, I <Fermilab Engineer> am working with some of these summer students from Italy. When the students first arrived at the lab gate entrance, they were denied access because they entered the US border with a tourist visa rather than a business visa. The students are still here in the US, staying at a hotel close to the lab, but have been unable to visit the lab so far and this is hampering my team's ability to work with them."
- Follow up:
 - Sent an email yesterday to Kim and Griselda: "I believe Griselda sent a response to this one last month but they would not have been stopped at the gate for a tourist visa, since the guards don't look at visa documents so there is more to that story that we are missing. If they were stopped at the gate, it was probably because they did not schedule a badging appointment. If they made it to our office and we found that the visa was a tourist status, we would tell them to contact Customs to get it corrected so that we can issue them a badge (we cannot issue a badge on a tourist visa). Customs has been correcting these within an hour so there is no extensive delay when this happens, as long as they contact Customs right away. If you have names of the Italian students who had issues, I could dig deeper on their specific situation but without names, this is the best I can tell you."
 - Rick will follow up with the Fermilab Engineer who made the (verbal) feedback for more information and to clarify.

Recent Open Issue related to Lab access

- Issues in onboarding process
- **Paraphrased feedback:** Issues with people accessing the Fermilab site. Some people were turned away because of the visa type they were issued. A user needed a VPN connection to access the Workday that took a long time for him to figure out. There is no proper documentation of the new system in place.
Suggestions:
 - Form a group between Campus access, UEC and spokespersons to fix the easy problems
 - Write a good documentation of the new onboarding process
 - Make small changes in onboarding process to make it smoother for others
- **Follow up:**
 - Sent email to Kim and Griselda

Recent Open Issue related to Lab access (continued)

- **Communication between Spokesperson (submitter of the feedback) and Campus Access:**
 - A user tried to arrive on site the day before their badging appointment. **This was an error on their part**, but it turns out the **documentation** on the Campus Access web page **had an error that confused the user, who then misinterpreted what is obvious to us**. They were turned away. An email went to them about this at 3PM the day before alerting them of the problem, but they had already left.
 - Campus Access : Need to understand what the error was that confused the User.
 - Campus Access : The Campus Access team responds to emails as they are received and their office hours are 7:30am-4pm.
 - Spokesperson : I talked with Griselda – went downstairs and talked to her and Linda. The website was confusing, we went over this. There's a really simple fix. Can they change the website themselves?
 - **INFN colleagues were turned away at the FNAL gate because the visa type given to them at O'Hare was incorrect (business vs. visitor).**
 - Campus Access : Without fully knowing the person names we can only provide assumptions as to what could have happened.
 - Campus Access : The team makes huge efforts to catch these errors prior to badge appointments. No one is turned away for their badge appointment as this give us an opportunity to explain the email that is sent to them on how to correct the information with USCIS. The Security team is not aware of the visa information. The person could have been turned away for other reason such as no badge appointment or no attestation information.
 - Other INFN colleagues were unable to get a car outside of business hours that they had rented through FNAL. They have little control about when they arrive, which is sometimes on weekends.
 - Campus Access : There is a contract with Enterprise Leasing no other service providers bid for our contract. We have no control over Enterprise Leasing office hours; however, we are working with our Travel Office to see if Users can pick up the rental cars at the airport. But Users should be aware that there are restriction on age and price increase.
 - **A user was sent an email with a link to Workday.** The link just gave them a spinning circle. I figured it out – they **needed to be on a VPN** or come into the website using SSO, not the email link.
 - Campus Access : This is not the case the User should be able to access Workday without being on VPN. User should call Service Desk with this occurs.
 - Spokesperson : Try to imagine being an onboarding user here. Call the Service Desk? They don't understand our system, they have no way of figuring out if it's them or us, and it's not seamless by any means. And I believe they only had wireless guest access at that point. How do they dig themselves out of this? Also, is there a policy that Campus Access doesn't answer the phone and everything goes to an answering machine? I am told there is. I have not been able to call them and get through in ages. That is not helpful to users who are confused, tired, and under their own deadlines. POC should be available to assist non-employees through the process and also escort personnel until a badge is received. I'm supposed to be available 24/7 and escort people? That's not a good use of my time. While I'm at Snowmass what are they supposed to do? I don't recall being asked for a named backup. And I spend many hours assisting my people. Last week's was probably an hour of two full-time employees' time for 1) above. Good thing we all work overtime for free but it's detracting from what I'm supposed to be doing. I'm not really trying to be argumentative; we need to sit down and figure out a few simple things. As I said originally, Campus Access has great people in a bad spot.

Recent Open Issue related to Lab access (continued)

- **Communication between Spokesperson (submitter of the feedback) and Campus Access:**
 - The **QR code from an onboarding email was rejected at the gate**. No one knows why.
 - Campus Access : Need additional information on this one so we can trouble shoot with IT.
 - A **business visitor was directed to a link**, on the Campus Access page, to information they need to onboard; the actual information **was behind a firewall** they cannot get through until after they are onboarded. Campus Access told me Computing had put it behind the firewall without alerting them.
 - Campus Access : There were some security changes several months ago. This has been resolved all information should be accessible to Users off the Campus Access Page.
 - This is typical; there are many other problems I've seen. In addition, all emails to Campus Access generate an auto-response, and phone calls are put into a message queue. Users don't understand that they can call their POC (who may or may not even be available). In any case, that's not the experience we want, especially after traveling for hours or on your first visit to the Lab.
 - Campus Access : **Campus Access responds to emails as they receive them**. POC should be available to assist non-employees through the process and also escort personnel until a badge is received. Brown bag sessions were conducted in December highlighting security posture changes and process. All sessions were well attended (~300 x3). Division/Section administrative assistants have quarterly meetings with FNAP and Campus Access team to discuss upcoming changes and go over Site Access and Badging (SAB) processes. They are given the opportunity to ask question and request demos
 - I have known most of the Campus Access/Users' Office staff for years, and they are genuinely committed and work very hard. My diagnosis is that the system put in place now in response to DOE directives is not well documented – writing proper documentation is hard. There's a real difference between showing someone how a web page should be filled out as opposed to describing it in a document. Furthermore, the **system was put in place during the pandemic** and as users come back on the site it is **being stress-tested**. The users are frustrated and angry. I have spoken with other spokespeople and staff members about this set of problems, and I am getting unanimous agreement the system can be improved.
 - Campus Access : We welcome feedback on the documentation on the website. We request input from the UEC, QoL Subcommittee and FSPA when making changes to the website.
 - As I said, the Campus Access staff is dedicated and wants to do a good job. Nobody wants to alienate the Users. I think we ought to form a group among Campus Access, the UEC, and the Spokespeople to catalog the problems and fix the easy ones. It may well be the Project Office is seeing similar difficulties for contractors and they should be part of this process. There ought to be a mechanism for collecting the most common problems and fixing them or upgrading the documentation to alert users about how to avoid them. Writing good documentation is a skill -- we ought to find(contract out if necessary) people who write documentation to go over the web page and make the explanations clearer. **Perhaps we can make some small changes** to the onboarding process as well **to help with the most common difficulties**.
 - Campus Access : SAB program will have a phase IV and hopefully phase V which will be dedicated to SAB enhancements.

Recent Open Issue related to Lab access

- Issues accessing the Fermilab site
- Feedback:
 - Just today XX was trying to visit the Theory group but was turned away. I'm trying to figure how I can visit. It's made harder because I have an expired ID. People are confused and annoyed looking at other people cases who turned away from accessing the site.
- Follow up:
 - Related to the previous feedback
 - Further suggestions on how to improve the onboarding system?

Discussion Points

- Lab access has reached crisis levels for much of Fermilab's User Community
- There appear to be two broad categories of issues:
 - DOE directives / policies are currently severely and negatively impacting Fermilab's core mission, which is founded on a strong user community
 - Can only be addressed at a high level by the Fermilab Directorate
 - There should be site and access differentiation based on levels of sensitive information – Fermilab has almost no sensitive information related to national security
 - Fermilab's Implementations of those directives / policies have been short-handed:
 - Resulting in confusion & high levels of frustration within broader user & employee communities
 - Recent good experience today, but study (possibly adopt) procedures from other labs.
 - Meeting scheduled next week to address this.
- Both of those issues are detrimental to the future of Fermilab

Other Open feedback issues that are work in progress

Recent Open Issue

- Communities celebrations
- Feedback:
 - Hi, will UEC be willing to take up which community recognition months should be celebrated by Fermilab. I can understand Juneteenth. But with LGTQ+ month celebration on the horizon, we should add AAPI (which was May - so next year) and Hispanic months too, at least recognizing the support of the lab to these communities.
- Follow up:
 - Forwarded to Alexx from Education and Public engagement subcommittee
 - Reply: "I have talked about this with Sandra and her team. We recognize that there is interest in expressing support for these months of recognition. That said, we are cognizant that attempting to do so in all cases will inevitably leave someone out and cause hurt feelings. We do intend to develop a more systematic approach to this and would love to hear ideas for how to be even handed as well as sufficiently supportive. One idea we had was having a rotating recognition and resource page which would change at the start of each month of recognition. While this is somewhat of a minimalist approach to showing support, we can consider it a baseline, with further activities/events/shows of support being possible if there are groups interested in taking this on. Does that sound good?
Shall I pass this feedback onto Sandra and her team to show that there is support form more months of recognition?"

Open Issue

- Issues with WH meeting room reservations
- Feedback:
 - From FSPA officers: There is a recurrent problem FSPA has with room reservations. Just this past month, we had 3 occasions in which we had the room reserved for an event and couldn't use it. First there was a DUNE review going on in it, nobody notified us and I had to stay at the door redirecting people to another room we had to book last minute. The second, a week before NP we received an email re-allocating us to Curia II (which doesn't comfortably fit 50 ppl with social distancing) because they said they needed the auditoriums for some DOE review, and that took precedence over room reservations. A few days later they notified us again changing their mind. Lastly, we arrived this morning to start NP at One west and there was a training going on in it! The whole conference schedule is late because of it. It is just too difficult to keep organizing events like this.
- Follow up:
 - Brought up in last month's UEC/directorate meeting. Hema mentioned that there is a limited Zoom availability of rooms and the reviews happen to change at the last minute from fully zoom to in person to hybrid and we had to accommodate. I would bring this question to the team and will report back.

Open Issue

- Question about ID badge chips
- Feedback:
 - When a user has a badge without a chip or a badge chip is broken, the guards use a smartphone interface that seems to have them enter the badge ID number into the phone by hand.

Why can't this be expanded to a character recognition app to pull out the information, or a barcode reading app for the barcode in red and black across the back? This would reduce error and time. I bring up the chip breaking because that is a failure mode that will always happen even if we have enough badges to give.
- Follow up:
 - Forwarded to Kim and Griselda
 - Reply from Griselda: Please note that the bar code on the badges was removed last week; therefore, moving forward this will not be an option. The security team is working on a solution concerning the chip breaking issue described below.

Open Issue

- Question about UEC meeting minutes
- Feedback:
 - Are they posted anywhere? The website seems out of date:
<https://uec.fnal.gov/uec-meetings-and-minutes/>

Follow up:

- Asked Alexx Perloff (secretary):
 - “We haven’t gone through the review process for publicly consumable minutes in a while. Which is not to say we couldn’t. It just takes time and effort. I actually wasn’t even aware that the minutes were ever posted to a website until this person mentioned it to Sridhara. We can start again, but it would require the secretary (me) putting them in a readable format and having all of the subcommittees sign off. Then the directorate and L&B sign off.”

Open Issue

- Requests for swimming pool opening and wireless network policy change
- Feedback:
 - [1] Is it possible to reopen the swimming pool in the village?
 - [2] Many online arenas are blocked by Fermilab network (Guest), which prevents proper online entertainment between the village residents and their friends/colleagues outside. Is it possible to loosen such constraints in the "Guest" network policy (should not influence the "fgz")?

I believe this two things are quite important for our life qualify here and mental health among the village residents (especially long term ones).

Follow up:

- Forwarded to housing office contacts and Jeanne Ecker
- Reply from Jeanne: “The village swimming pool is in need of repair and the Lab does not currently have the extensive funding necessary to support the repairs at this time.”
- From another feedback resolution back in 01/2021: “We have communicated with both Fermilab cyber security and the housing office. As a short-term solution, **village residents may obtain a cellular MiFI router from Housing Office for a fee. While this may not give low-latency access for intense gaming, it may be suitable for other more casual usage.** For a long term solution, Fermilab is working on coming up with a less restrictive network. It would be an additional virtual network perhaps “residential” rather than “guest” available to the villages residents only. This solution requires various approvals and security controls.”

Open Issue

- Request for shuttle timings extension
- Feedback:
- I am a visiting Ph.D. student. I've been using the Fermilab taxi services to commute between Fermilab village and Wilson Hall since my arrival to Fermilab in June, and the drivers are very responsible and on time. However, **I would like to suggest a change to the Fermilab taxi (hack) service.** Currently, the Fermilab taxi service runs from 7:30 am to 3:30 pm, and the taxi service stops accepting new calls from 3:00 pm. I hope the taxi service can be extended to a later hour, for example, at least 5:30 pm. I understand that it might be hard to extend the working hours for the taxi drivers, therefore, I would also recommend making part of the taxi service shuttle-like if it can reduce the working load for the drivers. Or we can ask our drivers if there is a time when almost nobody is using the service, and move these hours to extend the service in the afternoon.
- **I am very satisfied with the taxi's service right now, and I would like to stay in the office for a bit more hours in the afternoon to attend meetings and seminars and accomplish more work.** Unfortunately, my visit is too short to afford myself a car, and biking in the summer in Fermilab without shades is not fun, especially when there are rain and thunderstorm. Given that more summer students visiting Fermilab in the summer, **I strongly recommend a modification to the schedule of the taxi service. I hope it can help the village residents feel more engaged in their work when they would like to show up in the working place in person.**

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

- Forwarded the recent feedback to Mike

Open 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.
 - Should we mark as resolved?

Open 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:
 - Connected with the new feedback.

Open 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. “

Open Issue

- Request to increase cafeteria staffing
- Feedback:

I'm sure you are aware of the problem, but I'd like to reach out to see if you can do something about the issue with the cafeteria service.

It looks like the management of the cafeteria is limiting the number of employees working due to the limited number of customers. I have witnessed multiple incidents of people waiting for over 30 and 40 mins to get their lunch, due to the lack of peoplepower. I think the employees do their absolute best to cater to the circumstances and are not to blame for the issue with the service, it is just not possible for 2 employees to cater for the number of people that now would be using the cafeteria. As a result several people decided to start going out for lunch, causing the number of meals served to decrease, since one cannot count on the cafeteria service. I really hope it is possible for the lab to complain on this management approach and require that staffing of the cafeteria is adequate to provide service to the people who we are encouraging to come back in person. The current level of service is not really acceptable, and the responsibility is not of the two employees who try their best to prepare food on the fly during peak time. Thanks for your help!

- Follow up:
 - Witnessed it myself during DUNE collaboration meeting week at Fermilab
 - Discussed with John and Steve in QoL meeting:
 - In the beginning, there were not many customers so the number of employees decreased from 3 to 2. If the demand remains high for some time, the number of employees will be increased eventually.

Open Issue

- No vegetarian salads/sandwiches at cafeteria in Wilson Hall
- Feedback:

I would like to point out that the new dining system does not offer a "no meat" option for salads and sandwiches in the computer. Since these are made fresh I'm sure people can just ask, but the menu should be considerate of dietary restrictions and offer an option to go without a meat and proceed to next stage.

- Follow up:
 - ◉ Sent an email to Steve, John and Mike.

Open 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:
 - Submitted a ServiceNow ticket

Open 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:
 - From Griselda in the last UEC meeting:
 - We expect a few months wait time for the chips supply.
 - There will be a system in place for people to renew badges without having to go through the normal badge renew cycle.
 - Should we mark it as resolved?

Open Issue

Just a moment before this message below came through, I got a call on my cell phone from Batavia III. 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

Open Issue

- **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).
 - I (Aleena) have personally experienced this number (630-840-3000) being marked as spam. Carrier is Xfinity mobile.
 - Sent an email to David

Open Issue

- URA grant proposal writing for grad students living in the village:
 - As a response to the village rent increase, we are drafting a URA proposal for grad students residing in the Fermilab housing
 - Sridhara prepared a draft proposal.
 - https://docs.google.com/document/d/1ze8b3MDvkOqUZW363vAXxloYn6jVBKNkjOHu0BosH_A/edit?usp=sharing
 - Thanks!
 - Please have a look and let us know if you want to modify anything.

Resolved feedbacks since the last meeting