Quality of Life Sub-Committee Report

16 September, 2022
Aleena Rafique, Richard Cavanaugh
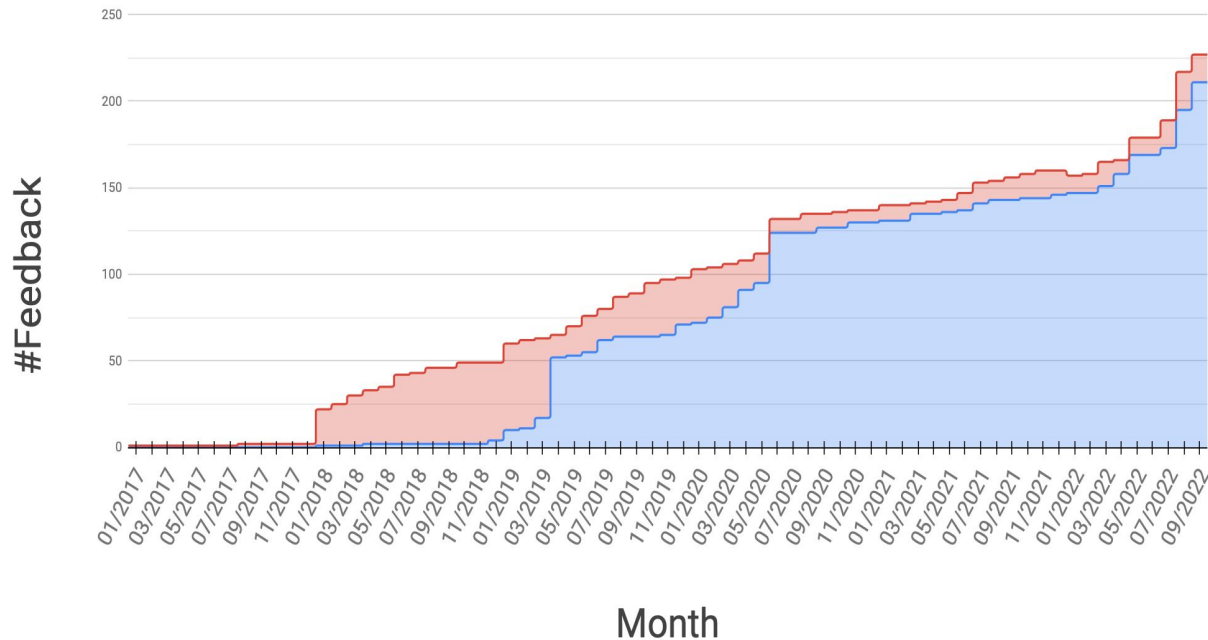
QoL Feedback Overview

9 new issues received during last month.
23 issues resolved/closed during last month.

UEC Feedback

■ Open ■ Resolved

#Feedback

Month

(*) Includes items we don't publish

(*) Excludes items we don't publish

Open

COUNT of	Responsible	
Category	QoL	Total
QoL	14	14
Grand Total	14	14

🔷 Fermilab

New feedback issues reported since last meeting

Fermilab

New Issue

- Question about resuming Intensity Frontier Fellowships
- Paraphrased feedback: Is there any plan for opening Intensity Frontier Fellowships application (https://www.fnal.gov/pub/forphysicists/fellowships/intensity_frontier/index.html)?
- Follow up:
  - Sent mail to the Neutrino Physics Center Coordinators
  - No reply yet

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New Issue

- Question about US-India Collaboration
- Paraphrased feedback: many students are not able to travel Fermilab on [the] Neutrino Program and it is not clear now when this funding will be available.?
- Follow up:
  - ⊙ Sent mail to the Neutrino Physics Center Coordinators
  - ⊙ No reply yet

New Issue

- Question about resuming NPC Fellowships at Fermilab
- Paraphrased feedback: I am eagerly looking forward to reopening of NPC fellowship program at Fermilab and wondering when this will happen?
- https://npc.fnal.gov/neutrino-visiting-scholar-program/
- Follow up:
  - None yet. Plan to send mail to NPC Coordinators

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New (and Closed) Issue

- Question about Housing availability in the Village
- Paraphrased feedback: I was looking for a dormitory room or housing at Fermilab village and I was on a long wait list. Since 2017 October Dorm 3 has been closed and has not been opened yet. If the renovation has been completed we can make a few rooms available for our residents.
- Follow up:
  - Discussed with Jeanne Ecker and Griselda Lopez. Dorm 3 is still closed, but renovations are still planned. The renovations have been delayed due to lack of funds.

🧬 **Fermilab**

New (and Closed) Issue

- Question about Vending Machine
- Paraphrased feedback: Is there any plan for reinstate the glacier water vending machine?
- Follow up:
  - Sent mail to Griselda Lopez and John Hatfield
  - Reply: Glacier water service was removed out of the village because it was not generating enough revenue for them to continue to service our location. Procurement did send an request for proposal and no one else bid on the request.

‡ Fermilab

New (and Resolved) Issue

- Requests to extend Taxi Service to later in the day
- Paraphrased feedback: Please extend the taxi service hours till 5:00 PM.
- Follow up:
  - Represents 4 of the 9 new Feedback issues reported to the UEC this month
  - Reply from Mike Pfaff on 8 Sept 2022: We have selected and are in the hiring process for a new taxi driver. The current start date is listed as Sept 19th. there will be a training period so I would imagine after the drivers 1st week they will be in the cab all day. This will allow is to operate to 4:30 in the afternoon. I anticipate this will be welcomed news and we can further determine need after a month or so with this new schedule.

🟣 **Fermilab**

Resolved 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:
  - John Hatfield kindly provided the following photos of an expedient solution
  - Thanks to FESS for resolving issue quickly after it was reported to them

Fermilab

Resolved Issue

Storage box, trench box, yard waste for concrete, miscelleaneous items to remain

Pipe elements, one manhole

Trench box likely removed in 3-4 weeks

Items will be consumed in the next week

Tarp placed over dirt pile to prevent dust blowing in the wind

Fermilab

Closed 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:
    - Reply from Amber Kenny: The CDC guidance has changed again, but at the time of this question the guidance was to isolate and return based on symptoms. It is understood that many people can continue to test positive for covid after they have recovered. However, the protocol also says, if you test positive you have to isolate for 5 days. That is why the FOMO does not recommend additional testing after symptoms have resolved.

‡ Fermilab

Closed 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"
  - Reply from Solita Greene: Fermilab has not conducted a study/evaluation as it is not required at this time by DOE.
  - Will now contact user who provided Feedback.

🟠 **Fermilab**

Resolved 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."
  - Reply from Griselda Lopez: Housing sent an email to village residents regarding the East Gate [closure time of 10:00pm].

Fermilab

(Propose to) Close 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. On 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.
  - Propose to close this issue.

🟠 Fermilab

Resolved 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:
  - New badges are now being issued with chips in them.
  - Previously issued chipless badges have all been replaced.

Closed 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.

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Resolved 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."
  - Minutes for the last UEC meeting have been approved (today); will be posted
  - Propose to close this issue

Closed Issues

- 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 … 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."
- Propose to close these two issues

🟣 **Fermilab**

Closed 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.** "
  - Propose to close issue

🔷 **Fermilab**

Closed 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 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**.
  - Propose to close issue

Fermilab

Closed Issue

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

I would like to point out that the new dinning 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.
  - Vegetarian options are now available in the WH cafeteria

Fermilab

Closed 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:
  - Brad Steinhauser (Additional comments (customer communication)) This is Fermilab's policy Email Account Retention Policy: Email accounts and aliases will not be perpetual. They will be tied to the existence of a valid Fermilab identity. Upon expiration of a valid identity, the account and alias will be removed. Users will ordinarily be given adequate warning before Fermilab credentials are to expire (to give them an opportunity to renew their ID). Any email left in the account at the time the account is disabled will be moved from the mail servers to temporary storage. Fermilab will maintain no permanent copies of any email from old accounts, but a user who reacquires a lab ID within the time period specified can request restoration of email using the procedures for File Retrieval Requests. The removal of the email alias means that any mail directed to this account will not be forwarded but will be returned as undeliverable. Email will be recoverable up to 30 days after a user's computing account expires. The mail system has no way of knowing that you are trying to reactivate your accounts.

Fermilab

(Propose to) Close Issue (but points to an employee centric point of view)

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.

- Sent an email to Jim Niehoff and David Esterquest from Emergency Management office
- Reply from Esterquest: Fermilab has no means to ensure any telecommunication carriers do not mark the phone number as SPAM. The **best means to ensure this is recognized by the phone holder is to add the Fermilab main telephone number as a contact**. I agree you're your email below that "Emergency notifications are important communications from Fermilab to employees and users." WDRS/HR has been deeply involved in the marketing to Fermilab badge holders to add additional contact pathways in their Everbridge profile. **This is even added as a "Task" for employees to complete in WorkDay. I hope Aleena has added the 630-840-300 number as a Fermilab contact.** David Esterquest, RN,BSN,MPH Emergency Management Specialist ES&H Fermi National Accelerator Laboratory P.O. Box 500, MS 119 Batavia, Illinois 60510 USA
- Propose to close issue, but the **Lab would be wise to more inclusively consider users instead of focusing on employees!**

≉ Fermilab

Open Issues Related to Lab Access

- Lab access has reached crisis levels for much of Fermilab's User Community
  - Represents 5 of the 14 open issues
- 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
- This was brought to the attention of the FNAL Director in the last UEC Meeting.

🔷 **Fermilab**

Open Issues

- 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 another 5 of the 14 Open Feedback issues. This is one of the primary means for communication for many Fermilab users onsite, especially international users.
  - Contacted Jon Bakken: We understand the pain this has caused for international visitors to Fermilab. Many have asked us, including Lia, to find a solution to this issue. The WhatsApp blockage came as a directive from Washington, and we were required to make sure the app wasn't on any equipment owned by the government and to block it on all Fermi networks. **Security asked our DOE AO (authorizing agent) to allow WhatsApp on the Guest network**, specifically because we knew it would affect our international visitors, and **this request was denied**.
  - The workaround we suggested at the time of the blockage was to use the cellular network. This solution does not work well for young (lesser paid) international visitors because WhatsApp requires essentially an unlimited data plan to be effective.
  - The **networking team has designed a separate network segment** , and I've briefed Liz and the head of security on it today. We all think it stands a "fair" chance of being approved by the DOE AO for using WhatsApp at Fermilab. If he approves it, the network will only initially be available as a wireless network around housing units (houses, dorms) in the village, require registration for the device and approval of the individual wanting to use the network. [We want the approval step to be rolled into the overall site access forms eventually.] Also, any device registered on the new network segment will not be allowed on the FGZ network and will be blocked on the guest network because the WhatsApp app will be on the device. **If the DOE AO approves this**, we plan to ask for approval to deploy the network lab wide, but we want to start with something that has a better chance of being approved.
  - Security will start to communicate the proposal to DOE this week. If it gets approval, **we believe it will take 1-2 months to configure the network to accomplish the goal.**

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 a 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.