Quality of Life Sub-Committee

17 March 2023
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QoL Feedback Overview

UEC Feedback

■ Open ■ Resolved

#Feedback (y-axis): 0, 50, 100, 150, 200, 250

Month (x-axis): 01/2017 – 01/2023
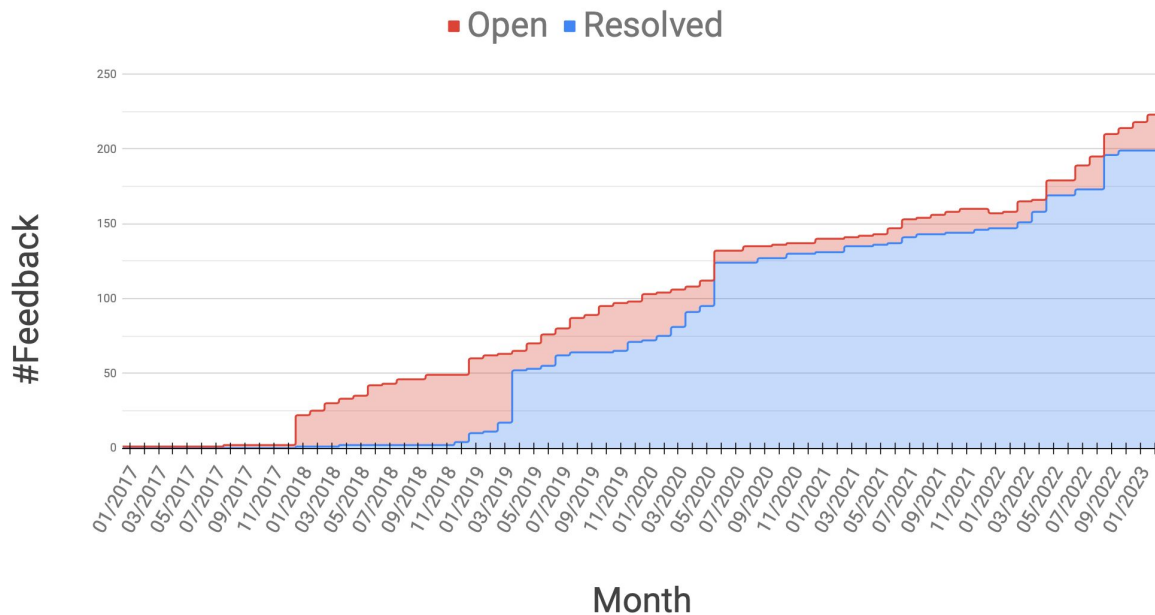
(*) Includes items we don't publish

2 new issues received
- Getting around campus
- Garden club

31 open issues

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New Issue

- UChicago student visiting for a week asked about ways to find rides on-site

- Follow up:
  - Wrote back suggesting they subscribe to the fnalgrad listserv
  - Also suggested joining the FNAL slack workspace with instructions
  - This commenter has been silent for over a week, closing issue
  - Created a #rideshare channel on the FNAL slack workspace as a potential space for future organizing

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New Issue

- Commenter would like to have the garden club back
  - "Seems all the good things are gone in Fermilab."

- Follow up:
  - Need to ask around
  - Predict potential access issues

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Previous slides

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Campus Life

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Five Open Issues Related to Blocking Whatsapp

- 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:
  - This is one of the primary means for communication for many Fermilab users onsite, especially international users.
  - Contacted Jon Bakken: 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. This request was denied.
  - The networking team has designed a separate network segment. If approved, 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. If the DOE AO approves this, we plan to ask for approval to deploy the network lab wide.
  - 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.

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New Issue

- Request for Summer Camp this year
- Paraphrased feedback: Users and their children would like summer camp back. They miss it, and it helps them work better.
- Follow up:
  - Meeting Discussion: HR knows about this and is working on this. No news yet.

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New Issue

- Users would like family/play group to return.
- Paraphrased feedback: User heard that the group stopped because of the pandemic. They are are a new parent and new to the area, and they could use the support this group can provide.
- Discussion:
  - Is Jessica Jensen the right person to contact?
  - If there are campus access issues, perhaps we can help facilitate offsite organization
  - Meeting Discussion: working on getting this approved through site office. However, people need to be aware that this will be different on how it was set up before (pre-COVID).

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Proposal for New Playground and Fitness Trail

- Aria Soha has organized a committee for support and input.
- Playground for 6-12 year olds
- Goal to have the playground available summer camp 2023
- Longer-term goal a fitness trail with stations around the village

Sketch of trail

Playground area

User's Center

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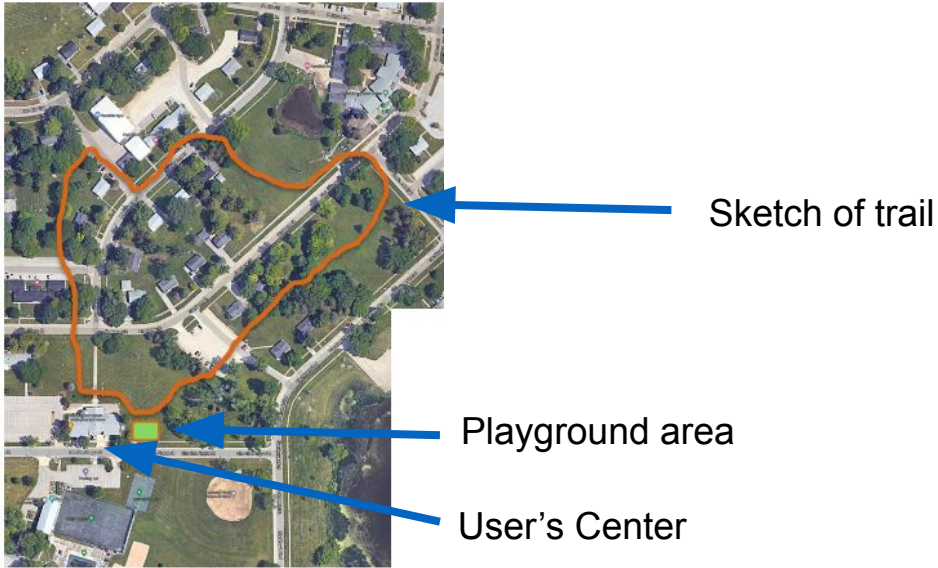
New Issue

- Dorm resident waited in a hotel for 15 days while there were empty dorm rooms.
- Paraphrased feedback: User said they had to wait for 15 days in a hotel because there were no rooms available, and they learned later that were vacancies.
- Discussion:
  - Meeting Discussion: Aspen East has been closed for overnight occupancy due to safety reasons.

New Issue

- Ability of the fermi village to accommodate residents that are caregivers.
- Paraphrased feedback: User was attempting to bring mother to the village as an Authorized Guest, and was living in single occupancy dorm room. The user was frustrated that they were able to start the authorized guest process and told that they cannot move to an apartment to accommodate an authorized guest.
- Discussion:
  - It's not clear what the issue is here. Was it space?
    - There is a definition for Authorized Guest here: https://directorate-docdb.fnal.gov/cgi-bin/sso/RetrieveFile?docid=108&filename=Policy%20on%20Access%20to%20Fermilab_20221024.pdf&version=11
    - "Authorized Guest: An individual who does not have business with the laboratory but is approved to access select Fermilab facilities, such as the Fermilab Children's Center, Fermilab Village Housing, or Recreation Program. For the purposes of determining who can stay in onsite housing, an authorized guest is defined as: spouse, domestic partner, child, stepchild, parent, parent-in-law."
  - Is this definition correct?
  - How can we make housing availability more transparent? And publish alternatives?
  - Meeting Discussion: We have limited space in the village. When someone lives in a dorm they are not allowed to have authorized guest (they can have a spouse (authorized guest) if they are in a double dorm room. This can be arranged prior to arrival or after arrival with ample notice, but only with a double dorm room and it must be a spouse not a boyfriend/girlfriend). It has not been our norm to accommodate based on authorize guest need as this will take away a unit for user/affiliate availability. We can offer an available unit, however, the person will need to pay for the entire unit.

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Campus Access

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New Issue

- User would like to see badges for authorized guests.
- Paraphrased feedback: User was carpooling with spouse. There was no issue during the drop-off. When their spouse came to pick-up they were stopped at the gate. After a call with security they were allowed to pick-up. A badge would have made this smoother, and the User would like to bring their family onsite to see the ["public"] areas.
- Discussion:
  - How is the lab communicating authorized guest access and other access levels?
  - How can families that live off-site get authorized access?
  - Meeting Discussion: Spouses are considered members of the public with no business need to the lab. In the future there will be a personal visit access request form that needs to be filled out by the employee/user/affiliate needing to be picked up.

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New Issue

- Badging solutions for 1 day visits.
- Paraphrased feedback: User came for 1 day, and there were no badging slots available. Had to wait off-site while a badged User attempted to find a solution. They were told to call x3111 (Campus Access) by security, but they were not able to connect with someone. Later solved in-person and was told that extension isn't regularly answered.
- Discussion:
  - What is the best path forward in this situation?
  - What is a our temporary access solution in a case like this? Escorted access?
  - Meeting Discussion: This will be resolved once we have additional staff and they are fully trained. Phone's will be answered as well as having someone located on the ground floor to assist with access issues.

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Facility Issues

Quality of Life Sub-Committee report

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New Issue

- Question about carpool parking spots
- Paraphrased feedback: More carpool spots should be added back in the parking lot. Prior to 2020 there were more the the current 3 there are now. I can understand why some of the spots were removed during the pandemic when few people were coming in to the lab, but as the number of people coming in grows it would be useful to bring back more of the spots to try to encourage carpooling more.
- Follow up:
  - Meeting Discussion: carpool spots were are not enforceable; two-hour spots have also been removed

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New Issue

- Graduate student living in the village would like taxi service available after business hours.
- Paraphrased feedback: A graduate student noted that it is difficult to get from the Village to the lab after working hours. They suggest having an emergency taxi service available for after working hours so graduate students living in the Village without a car could still access the lab.
- Discussion:
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New Issue

- Users are having trouble finding and using the vending machines.
- Paraphrased feedback: User needed the vending machines and was struggling to find them. Upon finding them they did not have the correct denomination to use the machine. Commenter would like to see **signage** for the new location, possibly a **Fermi News article**. They also suggest having machines that can take **credit cards**
- Discussion:
  - Is having a change machine possible? I think there was one in the library at some point, but that is likely gone.
  - Are there still vending machines in the laundry building? What forms of payment do they accept?
  - Meeting Discussion: will improve signage and investigate about vending machines that accept CC

Open Issue requiring further action

- Question about food options at the cafeteria
- Paraphrased feedback: Hi, I just wanted to flag the lack of a hot food bar with healthier food options in the Fermi cafeteria as an issue that needs to be addressed as we move towards in-person participation at the lab. This is especially challenging for employees that are unable to pack lunches as they are forced to either have the unhealthy food options, go off campus for lunch, or skip the meal entirely. I have skipped several meals for this very reason, and this makes me not want to come to the lab in-person very often. I really hope this changes in the near future.
- Follow up:
  - FESS is aware of the limited options in the cafeteria. Much depends on the demand ramping up following COVID restrictions.
  - See Fermi News: https://news.fnal.gov/2023/02/effective-march-1-cafeteria-extended-hours-and-menu-offerings/

Other Issues

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One Open Issue Related to Meeting Room Reservations

- Long standing issue with WH meeting room reservations
- Feedback:
  - From FSPA officers: There is a <u>recurrent problem FSPA has with room reservations</u>. 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, <u>nobody notified us</u> 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 <u>received an email re-allocating us</u> 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. <u>A few days later they notified us again changing their mind</u>.
  - Lastly, we <u>arrived this morning to start NP at One west and there was a training going on in it</u>! The whole conference schedule is late because of it. It is just too difficult to keep organizing events like this.

- Follow up:
  - This was 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.
  - This is a communication problem

New Issue

- The lab lacks a plain English communication of DOE Order 486.1A
- Paraphrased feedback: Given the potential consequences of DOE order 486.1A there should be a human readable form of the order easily accessible to FNAL Users like at LBL https://research.lbl.gov/2020/11/11/revised-doe-order-486-1a-on-foreign-government-sponsored-affiliated-activities/
- Discussion: