MEMBERS PRESENT: Mark Cunningham, Co-Chair, Assistant Vice Chancellor, HDH
Diane LeGree, Co-Chair, Sixth College Dean
Russell King, HDH Representative
Clarisse Abuel, Sixth Representative
eeman agrama-minert, Resident Dean Representative
Jessie Gois, Muir Representative
Esparanza Gutierrez, Marshall Representative
Will Hsu, ICRA Representative
Jeffrey Lee, Warren Representative
Carlos Leon, RA/HA Representative
Roger O’Neill, Revelle Representative
Ali Rorabaugh, Allergen Representative
Windi Sasaki, Res Life Liaison
Brian To, Village Representative
Pa Chia Vue, Secretary
Paul Yu, Provost Representative

MEMBERS ABSENT: Jessica Kwen, Marshall Representative Proxy
Nicole Lee, ICRA Representative Proxy
Esteban Marquez, Financial Aid Representative

Mark showed the committee the "Housing and Dining Background Info Related to Proposed Rates" presentation.

- He explained that the presentation is an introduction to levels of service and the budget. One of the committee’s charges is to recommend rates. Another is to review levels of service. Everything, in some way, shape, or form has been reviewed by this committee. The committee will soon discuss the services needed and services that should be cut (if any). If more information is needed, Mark will provide it.
- He stressed that the number one goal is to keep costs down. It does not benefit HDH to increase rates because living on campus is a choice, not a requirement. The goal is also to provide the residents with a quality housing experience and to maintain current levels of service. The only exception is the closure of OVT for renovation this upcoming year. OVT is 20+ years old and has only been renovated once.
- HDH will present the committee with their best budget forecasts for next year. The biggest cost will be water. The 2015-16 budget will not address the question of demand and any need for additional housing or dining facilities.
- He then reviewed the Housing Rates - Assumptions:
  - General assistance (temporary help) will increase to reflect cost of doing business without adding career staff.
  - S&E increase will be limited to 1.5%.
  - Salary increases will based on current union contracts.
  - Benefits will be calculated at an average of 49.7%.
- Mark explained that the committee recommends rates to the Vice Chancellor of Business Affairs/CFO. It has to be signed off by both the VC and the Chancellor. It is then sent to UCOP for inclusion in the Regents package of system wide rates.

- Rates have to be done this quarter. Prospective students and other departments like Financial Aid and Recruitment will need to know the 2015-16 rates.

- He pointed out that HDH has never and will not come back to committee once the rates are recommended and accepted by the University. HDH will work within the available resources to provide the levels of services required.
  - Provost Yu asked how UC San Diego’s rates compared with the other UC’s.
    - Mark stated that everyone is more expensive than UCSD and he will show the committee the comparison at a future meeting. Mark pointed out that these rates are important for benchmarking but reminded the committee that each campus’ program is different from the other. Although it is important to look at the outside market, we have to make sure we separate out the pieces that don’t apply to both.

- Mark reviewed some budgeting basics:
  - Debt service is assessed by UCOP twice a year (Oct and April) in equal amounts, and funds must be available when called upon for payment.
  - Utility increases are based on campus and SDG&E estimated increases. Right now projected increase is 3.7%.

- Mark reviewed the 2015-16 recommendations:
  - He asked that 2015-16 be used to discuss the residential experience, work on developing core values and priorities as a community, and to ensure we are in alignment with campus. He reminded the members that they speak for 10,000 residents on campus. He asked them to think about areas of improvement.
  - He asked the committee to respect the prior committee’s extensive work to set the current dining hours. Three years ago, this committee cut breakfast. The committee after them asked to bring it back. This makes it difficult for residents because many are here for more than a year. Some had breakfast one year and none the next.
  - He also recommended that the committee continue to distribute any cost increases across the board.

- Mark reviewed some budget assumptions:
  - He shared that the forecasted average occupancy rates are as follows:
    - 94% for triple spaces
    - 97% for double spaces
    - 98% for single spaces
    - Projected average occupancy
      - 97.33% for Residence Halls
      - 97.5% for Apartment
    - Esperanza asked why there are currently so many vacancies for Winter Quarter.
      - Eeman explained that many students leave after Fall Quarter for various reasons. Some graduate, some withdraw, and others leave for personal reasons.

  - He stated that HDH is still trying to get the over-demand challenges identified and determine how to best meet the guarantees in place while supporting the enrollment targets of the University and the Colleges.

- He reviewed some of HDH’s ongoing projects:
Completion of the remaining items at Revelle College that were not completed summer 2014.

All Sixth College Residence Hall windows will be changed to assist with reducing the noise related to LRT construction.

The Sixth College Apartment bedroom windows that face Pepper Canyon will be changed out to assist in reducing noise related to LRT construction. The LRT will be in construction early next year.

Last phase of ERC housing renovation program.

2000 bike racks will be added throughout the UG Housing facilities. He noted that bike theft is a big problem so the committee is going to talk about it at a later date. He suggested having UCPD come out to speak with the committee.

Mark then reviewed the Dining Rates Assumptions:

- Maintain current dining operating hours.
- OVT will be closed for the entire academic year for complete remodel.
  - Carlos asked if there will be a temporary dining solution during OVT’s closure.
    - Mark said that the committee will need to discuss this. He suggested possibly having a food truck there and maybe a small market on the bottom floor.
    - Eeman said that students can go to neighboring dining facilities like Pines, Goodies, or Café Ventanas.
- Finalize with campus the location for permanent Sixth College Dining facility.
- Installation of a "temporary" modular facility for dining at Foodworx at Sixth College Apartments to be available until permanent dining facility is operational.

Looking Ahead

- Mark would like this committee to think about additional housing. If the committee wants additional housing, he’d like to see the request in writing. The specifics of where and when don’t have to be determined yet. He’d like to also discuss this with CORD, COD, and COP. He asked the committee to think about whether they would be interested in a different model (i.e. academically themed housing). Also, he asked if there was something that could be done to target upperclassmen.
- Roger asked if more housing is built, does it have to be done at every college.
  - Mark said no. The goal is to try and house students at their college but regardless of where this project is built, it could be mixed use.
- Mark shared that he is going to meet with the Director of Parking to discuss parking issues. Mark will show the committee the parking report that last year’s committee requested.

Upcoming Schedule

- No meeting next week
- 1/26/15: Housing Presentation and Overview
- 2/2/15: Dining Presentation and Overview
- 2/9/15: Initial discussion of levels of service and committee’s interest in changing any of those
- 2/16/15: Holiday, no meeting.
- 2/23/15: Continue discussion of levels of service
- 3/2/15: Target date for presenting proposed 2015-16 rates.

Questions?
- Esperanza asked about the locks at Marshall College. She has heard complaints from other students that the machines are not working. Her own lock has been switched out a number of times.
  - Mark said that HDH is aware and looking into it. He believes this might be a bad batch. He said that the goal is to get rid of keys and move to cards. An electronic lock is safer. HDH wants a central location for residents to go to and change their code or address lock outs. Key locks are very costly to replace and maintain.

- Jeffrey asked about the locks in Warren College.
  - Mark explained that the company they originally decided to go with (when they changed the locks in Warren) went bankrupt after installation had already begun. HDH tried to get new software to work with the locks but was unsuccessful. Warren is on schedule to get new locks in three years.

Mark asked the committee to think about levels of service and what would make this a better place.
- Eeman encouraged the members to go out into the community to talk to their constituents.

Meeting adjourned at 1:03pm. Next meeting is scheduled on Monday, January 26, at 12:00pm in the Sixth College Main Conference Room.
MEMBERS PRESENT: Mark Cunningham, Co-Chair, Assistant Vice Chancellor, HDH  
Russell King, HDH Representative  
Clarisse Abuel, Sixth Representative  
eeman agrama-minert, Resident Dean Representative  
Esparanza Gutierrez, Marshall Representative  
Will Hsu, ICRA Representative  
Jeffrey Lee, Warren Representative  
Esteban Marquez, Financial Aid Representative  
Ali Rorabaugh, Allergen Representative  
Windi Sasaki, Res Life Liaison  
Audrey Sechrest, RA/HA Representative Proxy  
Pa Chia Vue, Secretary  

GUESTS:  
Jana Severson, Executive Director, HDH  
Patrick Hochstein, Associate Director, HDH Property Operations and Planning  

MEMBERS ABSENT:  
Jessie Gois, Muir Representative  
Jessica Kwen, Marshall Representative Proxy  
Nicole Lee, ICRA Representative Proxy  
Diane LeGree, Co-Chair, Sixth College Dean  
Carlos Leon, RA/HA Representative  
Roger O’Neill, Revelle Representative  
Brian To, Village Representative  
Paul Yu, Provost Representative  

Mark introduced Jana Severson (Executive Director, HDH) and Pat Hochstein (Associate Director, HDH Property Operations and Planning), who will be presenting on Housing Services. Dining will be presenting next week.

- Jana explained that Housing is made up of Custodial, Sustainability, and Property Operations and Planning (POP). The Housing staff work all year round to service the residents on campus.

- Custodial Operations
  - There are currently 138 custodians on staff (represented by AFSCME).
  - Every community also has an Assistant Custodial Supervisor on site.
  - Responsibilities:
    - Custodians provide cleaning services to all 10,000 residents on campus.
    - They also provide regular cleaning services to restaurants and markets overnight.
    - They make sure that the grounds are picked up, that the facilities are graffiti free, and provide emergency response after hours.
    - They help support the department's sustainability goals.

- Program:
  - Apartments are cleaned once a week.
  - Residence Halls are cleaned five times a week.
- The Refresh program for furniture upgrades is designed to maintain quality in units and lounges between renovation periods.
- Jeffrey asked why apartments are only cleaned once a week.
  - Jana provided some background. Apartments actually didn’t have any service prior to 2000. This was most noticeable at move out because it looked like some areas hadn’t been touched in 9 months. HDH decided that they wanted to balance levels of service across the board for all residents. Residence Halls are serviced more frequently because they have more residents living there.
- Roger asked how closely tied Custodial staff is to Maintenance staff?
  - Jana said that they are all under HDH and do communicate with each other. She asked if he had any concerns he wanted to share.
    - Roger said not necessarily but he did report a maintenance issue to a Custodial staff member and was told that he needed to report it to Maintenance directly. He wanted to inquire as to what the correct process was.
      - Jana said that ideally, the Custodial staff person should have reported it to Maintenance. You already did your part in reporting it to HDH. It is HDH’s responsibility to make sure it gets to the right person.
- Ali shared that she probably submits ten Fixit requests a day and wanted to commend the staff for doing a great job. She said that she’ll submit a request at 1am and usually gets a call back at 1:02am. Regardless of the time of day, the staff come out and fix the issue.
  - Jana thanked her for sharing.
- Esperanza asked if each Fixit request is assigned a priority level. She’s heard feedback that smaller issues sometimes take longer to get fixed.
  - Pat explained that if there is an emergency, HDH will respond to it as soon as possible. All requests are put on a log and sent out to the individual shops. Each Area Superintendent has access to the list and monitors it to ensure that all issues are resolved. The amount of time it takes to resolve an issue might also depend on whether or not the technician needs to interact with the student in the space and the student’s availability.
- Clarisse asked if there is a way to indicate that you need service now or if it is an emergency.
  - Roger said that the website indicates that you should call HDH right away if it is an emergency.

**Sustainability**

- Jana shared that the University defines sustainability as follows: Taking from the earth only what it can provide indefinitely, thus leaving future generations no less than we have access to ourselves.
- HDH has a sustainability team consisting of Krista Mays (Sustainability manager) and the Econauts (student team). Together, they provide educational resources and facilitate green activities for both staff and students.
- Jana shared that HDH provides green grants for sustainability projects. To apply, just visit [http://hdh.ucsd.edu](http://hdh.ucsd.edu) and click on “HDH Grants.”
  - Roger asked to what extent does a green grant cover and if there was a limit.
Jana explained that there isn’t really a limit and that HDH is open to all ideas. Usually, Krista will have the student do a trial run of the idea first.

- Jana then shared the UC Wide sustainability goals (which will impact the budget).
  - 20% sustainable food usage by 2020.
  - Water consumption reduced by 20% by 2020.
  - Zero net energy by 2025 (a huge goal for everyone).

- Roger asked how the campus will achieve this because the campus would have to only use what it produces. He inquired as to whether or not the solutions have to be green.
  - Mark said that the solutions don’t have to be green. The campus will look at any way they can reduce energy usage.
  - Jana added that it will take the entire campus to achieve this goal.

- Recycling
  - Jana shared that all housing facilities recycle the same way due to the recycling programs in place.
  - HDH has a diversion rate of 32%.
  - Green move-ins, which are all about recycling.
  - Charitable /zero waste move outs, which are all about donations. The goal is to not throw anything away.

- Recycling
  - William asked what a diversion rate is.
    - Jana explained that it is the amount of stuff not going into the landfill. She shared that Krista and her team do tours of the landfill, for those interested.
  - Roger asked if it costs more to divert.
    - Jana said that it actually costs more to put items in the landfill.
  - Roger knows that recycling can sometimes be more expensive. He asked if that is the case here.
    - Jana said no. She explained that Krista works hard and closely with the haulers to get HDH the best deal and rate.

- Food Scraps
  - HDH collects and composes from pre-consumer areas of dining (the back of the house). At this point, HDH does not do post-consuming compost. All food scraps go to the City of San Diego and they have a zero tolerance level for contaminants. Our post-consumer food scraps are too contaminated to compost. Jana shared that HDH is looking into alternatives, like a digester.
    - Pat elaborated and shared the he and Krista went to a sustainability conference and learned more about it. A digester liquefies all scraps. The only issue is that it consumes a lot of water and is therefore not as sustainable as HDH would like. So, HDH is looking into an aerobic digester. It’ll convert scraps into mulch, which can then be used all over campus.
  - Jana shared a Food Scrap Diversion Table, comparing the past few years:
    - 2010/11 - 175 tons
    - 2011/12 - 209 tons
    - 2012/13 - 233 tons
    - 2013/14 - 221 tons
• 2014/15 - 99 tons so far
• Jeffrey asked if Sustainability works with Dining. He spoke with a cook from Canyon Vista and was told that they don’t cut off the pineapple rinds and that this was a dining policy. Jeffrey is concerned that the rinds are being thrown in the trash.
  o Jana said she will follow up with Canyon Vista regarding this.
• Audrey asked, if HDH does not do post-consumer composting, what is the purpose of the three different bins in the dining facilities?
  o Jana said that they are there for training purposes. HDH wants to get there. As soon as a solution is found, everyone will be ready to go.
• Roger asked what happens to the cooking oil.
  o Jana said that dining collects it.
• Ali took a water class and was shown a list of the top water consumers in San Diego. UC San Diego is number 4 and uses approximately 758 billion gallons of water. With new construction on the way, she asked if there are plans to have gravel instead of grass to aid in water usage reduction.
  o Jana said that HDH definitely considers these things. For every new building that is constructed, the goal is to be at least LEED Silver and be as sustainable as possible.
  o Ali asked if reclaimed water is used everywhere on campus.
    ▪ Jana said not yet but campus is working on it.
  o Roger asked if the water is being piped underground.
    ▪ Pat said yes.
  o Ali asked if the reclaimed water is treated.
    ▪ Mark said yes. For example, Keeling has an internal water system that treats the water.
- Jana encouraged the members to check out HDH on Facebook, Twitter, Flickr, and YouTube. Links to social media can be found here: http://hdh.ucsd.edu/. She asked if any of the members had questions.
  o Roger asked if there are any efforts to put timers on the lights in any of the facilities.
    ▪ Pat said that there are some already but HDH is working to install them in the housing facilities across campus.
    ▪ Mark shared the notion of having to insert your ID card to turn on the light in your unit. He says that many hotels are starting to do this. If you pull your ID card out, the lights will turn off. This system would only control the lights. He shared this concept with the graduate students and they aren’t sure about it.
    ▪ Roger asked if more than one sensor could be installed in the facilities to avoid being trapped in the bathroom in the dark.
  • Mark said absolutely. HDH is working on updating their systems. They want to implement a system that the residents will support because if the residents don’t like it, they’ll just disable it. HDH wants a system in place that will be both efficient and convenient. He reiterated that HDH is still working on trying to measure efficiencies throughout the housing facilities and possibly giving those savings back to the student at the end of the year. If HDH saves money, he feels it should go back to the
resident. HDH will continue to work on figuring out how to do that across the campus.

- Esteban shared that the Office of the President just gave Financial Aid some funds to give to students that are doing sustainability related research. He asked the members to come see him after the meeting if they are interested.

Property Operations and Planning (POP) Presentation, given by Pat Hochstein

- He explained that POP includes:
  - Customer Service Center that works just about 24/7. They generate and dispatch the work orders to maintenance and custodial staff.
  - Maintenance staff who answers the calls and performs the maintenance.
    - Includes: Building Maintenance Workers, Mechanics, Painters, Alarm Technicians, Carpenters, and Groundskeepers.
  - Administrative Staff who handle budget, contracts, timekeeping, inventory, and purchasing.
  - Project Planning Staff, including Architects, Engineer, Planners, and Inspectors.
  - Site Protection group that oversees locks and keys (including e-locks), fire alarm systems, elevators, and emergency preparedness.

- Customer Service Center
  - They handle approximately 47,000 service requests and 66000 work orders a year.
  - They answer all calls and process all Fixit requests and route them to the correct person.
  - They monitor campus emergencies for 64 elevators, fire alarm activations, water shutdowns, loss of water, electricity, and temperature issues.

- Maintenance
  - They make sure facilities and equipment are safe and free from malfunctions and defects all year long.
  - They partner with Facilities for landscaping.

- Project Planning Staff
  - They pay attention to the details and they improve and expand on facilities, dining, and retail stores.
  - They look at water and emergency conservation projects.
  - They develop and maintain sustainment, restoration, and renovation projects for buildings.
  - Also a resource for interior design, engineering, architectural planning, renovation, and code compliance.
  - Pat said that POP tries to plan in sequence and have phase projects because we can only do so much at a time with residents living on campus throughout the year.
  - Jeffrey shared that there is concern regarding how high the bunk beds are and asbestos in the popcorn ceiling.
    - Pat assured him that the popcorn ceiling is safe. The asbestos is deeply encapsulated inside the ceiling.

- Site Protection
  - They manage:
    - All fire/life/safety certifications for fire protection testing and renovations.
    - The energy and building systems.
    - The installation of 2500+ e-locks and 12000+ standard locks.
    - Emergency preparedness supplies and equipment.
- 24/7 service and support and annual inspections for 64 elevators.
- Safety training and coordinating housing inspections with EH&S.

- Pat then spoke about what is coming up in 2015.
  - Revelle Refresh (around Argo Hall)
  - ERC (phase 3 of 3 summer renovations)
  - Warren Apartment Bridge (Phase 1)
  - Sixth Residence Halls (window replacement and site work)
  - Sixth Apartments (window replacements in some units and railing repairs)
  - Foodworx (“temporary” enclosed dining solution)
  - Planning for OVT remodel in 2015/16

- Pat asked if there were any questions.
  - Esperanza asked if HDH has considered replacing the elevators in the residence halls at Thurgood Marshall because they are slow and shake.
    - Pat said yes, HDH does update and upgrade the elevators as needed. This was just done at the Village.
    - Eeman said that if any resident is experiencing any issues with the elevator, they should put in a fixit request asap.
    - Mark thanked Esperanza for the good feedback and said that HDH will take a look at all those things when they do the OVT renovation next year.

Meeting adjourned at 1:07pm. Next meeting is scheduled on Monday, February 2, at 12:00pm in the Sixth College Main Conference Room.
MEMBERS PRESENT: Diane LeGree, Co-Chair, Sixth College Dean  
Mark Cunningham, Co-Chair, Assistant Vice Chancellor, HDH  
eeman agrama-minert, Resident Dean Representative  
Jessie Gois, Muir Representative  
Esparanza Gutierrez, Marshall Representative  
Will Hsu, ICRA Representative  
Russell King, HDH Representative  
Jeffrey Lee, Warren Representative  
Ali Rorabaugh, Allergen Representative  
Wind Sasaki, Res Life Liaison  
Audrey Sechrest, RA/HA Representative Proxy  
Hue Tran, Village Representative Proxy  
Pa Chia Vue, Secretary  
Paul Yu, Provost Representative  

GUESTS: Steve Casad, HDH, Director of Culinary and Market Services  
Jason Andrews, HDH, Assistant to the Director  
Ralph Dauphin, HDH, District Manager  
Elizabeth Shaw, HDH, Registered Dietician  

MEMBERS ABSENT: Clarisse Abuel, Sixth Representative  
Jessica Kwen, Marshall Representative Proxy  
Nicole Lee, ICRA Representative Proxy  
Carlos Leon, RA/HA Representative  
Esteban Marquez, Financial Aid Representative  
Roger O’Neill, Revelle Representative  
Brian To, Village Representative  

HDH Dining Presentation given by Steve Casad, HDH, Director of Culinary and Market Services.  
- Steve brought his team to assist with the presentation and answering questions. His team consists of Jason Andrews (Assistant to Director), Ralph Dauphin (District Manager), and Elizabeth Shaw (Registered Dietician).  
- Steve went over the topics that will be discussed today:  
  o Perception of Value  
  o Business Model and Constraints  
  o Usage Trends  
  o Sales Trends  
  o New in 2014/15  
  o New for 2015/16  
- Perception of Value  
  o Steve shared that in comparison to the other UC’s, UC San Diego has the lowest dining plan program and has the highest number of locations. The other UC’s are all you care to eat (AYCTE) whereas UC San Diego is declining balance. With declining balance, residents begin the year with their entire dining plan and can use them as they want
throughout the year. Whether or not a resident eats is up to them. The dining plan is affected only if the resident chooses to eat. With AYCTE, the price of every meal is fixed. Regardless of whether or not a resident eats during that meal period, they are charged for it. The money the university receives is used to pay for the staff to prepare and make the food, just in case the resident chooses to eat during that meal period. At UC San Diego, there is no guarantee that a resident is going to come in and eat. Because of that, having a declining balance program is challenging because Dining has to fully staff their units, just in case residents decide to come in.

- Hue pointed out that UC Irvine has both a declining balance and AYCTE program. He inquired as to how that works.
  - Steve explained that the students have both the AYCTE and flex dollars. Built into the price is how much it would cost to keep the unit open in case you decide to eat there, as well as extra funds to use at the market.
  - eeman shared that UCSD used to be AYCTE.
  - Windi said that when she was a freshman, one dining unit was AYCTE. The rest were declining balance. Her meal plan was significantly higher than it is now.
  - Mark said that the AYCTE program went away in 2000. The base plan was $3000 back then.
- Steve explained that Dining’s budget is determined by taking the meal plan and multiplying it by the number of residents on campus. This is how much Dining has to operate 18 units for the entire year.
- Mark shared that years ago, the AYCTE program came through this group and it was perceived as not healthy. When a proposal for a modified AYCTE with flex dollars went through the committee, they said no. They didn’t want to increase costs. The committee felt that residents should not lose money if they choose to skip a meal. They were also very vocal about wanting to be able to eat off campus and not losing meals over it. Over the years, HDH is hearing more and more that students are running out of dining dollars (since the increase for dining has been so low). There are 10,000 residents with 10,000 different eating habits. But, what HDH hears over and over is that students want flexibility. Students believe it’s their money and they should be able to use it the way they want. He said that we tried AYCTE last year at OVT and it didn’t work out.
  - eeman said it has to be all or nothing (not some AYCTE and some a la carte).
  - Mark agreed. HDH had to pull the plug midyear because it was not popular.
  - eeman has worked at three other UC’s (UC Santa Cruz, UC Santa Barbara, and UC Riverside) and an AYCTE program doesn’t allow you to take food out. She and her students love being able to do that here. She also said that she can take guests out to eat here. With some of the other UC’s, you only get a limited amount of guest meals to use.
- Jason explained Dining’s business model and constraints.
  - He said that the voice of the customer (VOC) and the voice of the business (VOB) has to be balanced.
    - VOC:
      - Provide all meals (three meals a day, 7 days a week)
      - Convenience to all, regardless of where you reside
      - Provide highest quality possible
      - Provide for specialty needs
• VOB:
  • We are a student support service
  • But we operate with fiscal responsibility
  • Provide high quality staff conditions
  • Be sustainable in practice
    ▪ Jeffrey brought up the topic of food scraps. He has spoken to Canyon Vista regarding cutting off the rinds of fruit prior to serving it to residents. Students want this done and now that he knows there is no post-consumer composting, this is even more important. He’s brought it up a few times but sees no change. He believes it would help with sustainability and keep the rinds from ending up in the trash.
      ▪ Steve said he will talk with them directly. This was mentioned at a past dining meeting and he thought it had been corrected. He will follow up.

  ▪ Jason showed a Sales Dollar Budget example.
    ▪ The goal at the end is to break even. Some locations do and some do not.
    ▪ The meal plan/revenue pie is broken up as follows:
      • 6 dining slices
      • 6 market slices
      • 4 specialty operation slices
      • 2 food truck slices
  ▪ Jason reviewed food cost.
    ▪ He said the Dining does a lot to manage food cost but it is always in flux. Food cost is affected by weather, fuel, cost, supplies, etc. He showed a sample report from a produce vendor where the price of broccoli more than doubled in one week. The price of food changes every week.
    ▪ Dining does not have as much purchasing power as a nationwide vendor but they are trying to leverage it to some degree. They have teamed up with the other UC's to get more spending power (with one vendor at this point). He also shared that Dining does a weekly meat bid to get the lowest price they can. It helps with keeping costs low.
      ▪ Hue asked if there are any foods that they are mandated to buy weekly or that we need to have in stock regularly.
        ▪ Jason said cage free eggs and fair trade coffee.
        ▪ Hue asked if they have to order a certain amount of lettuce or beef.
          ▪ Jason said that there are some locations that have a fixed menu so those areas have an amount they order regularly.
          ▪ Steve said that most locations guess how much to order based on demand and history.
          ▪ Jason added that Dining has a database system that analyzes sales and helps with planning so they don’t over produce. They cook to order so there isn’t much waste.
  ▪ Jason then reviewed staff costs.
- It is a union environment and HDH is proud to provide benefits, wage, and internal development. This is a fixed cost that cannot be reduced though.
- To provide perspective, Mark shared that for every dollar, $0.51 is benefits.
  - Roger asked what he was referring to when he says benefits.
    - Mark said health insurance, vision, and dental.
- Jason shared that Dining employs the most number of students on campus too. There is a lot of turnover and therefore a lot of training needed throughout the year for new staff.
  - Jason reviewed VOB: Student Support Service
    - He said that Dining wants to give residents what they ask for. The hard part is that they are a dynamic business that needs to adapt to a moving and changing environment.
    - He then showed the student satisfaction survey results for 2008-2013. Over the past few years, they have gotten more positive comments.
- Jason reviewed the Dining Usage Trends
  - Prior to move in, information was sent to residents that included a dining plan breakdown for the entire academic year.
  - He showed a usage trend report for residence halls and apartments. He explained that some residents finish early and some have to spend their leftover money quickly at the end. Apartment residents tend to spend more per transaction. He said this might be because they have kitchens and are stocking up on items. He also pointed out that they are experienced because they’ve lived here on campus before and are more comfortable with the dining units. Residence Hall residents are cautious at first in Fall Quarter. They become more comfortable with spending in Winter Quarter and then become cautious again in Spring. Apartment residents also typically did not add to their dining dollars once exhausted.
- Jason reviewed the sales trends for the last few years.
  - Over the past few years, they have noticed a shift towards the markets.
  - This year, they noticed that there is also a move towards more platform based specialty areas/concepts.
  - When broken down by facility type, Apartment residents use the markets more than Residence Hall residents. Residence Hall residents use the dining restaurants more.
  - He showed the sales trends during the weekends and said that there is always a dip.
    - Steve added that even though there is a drop over the weekend, all units are still fully-staffed.
    - Steve asked what the difference is, with regards to sales, over the week in comparison to the weekend.
      - Steve said that there is about a $100,000 difference over the weekend.
    - Hue asked if the number of staff can be reduced over the weekend.
      - Steve said no because staff is still needed to prep, cook, clean, and serve. There is an operation minimum that they cannot go below.
      - Hue asked if this applied to just the dining halls or the markets too.
        - Steve said this applies to all of the dining restaurants and markets.
    - Jeffrey asked if they reduced the menu items that are put out over the weekend.
      - Steve said yes. This helps reduce cost. They typically put out what is popular based on trends. The weekends are always challenging.
- Jason listed “What’s new” in 2014/15.
  - Flavors of the World Food Truck
  - 64 Degrees and demonstration kitchen
  - Halal and kosher station at OVT
  - Spice station
  - Harvest Festival
- Steve then showed a comparison between buying products at one of the Dining markets and Ralphs. They asked students to buy the same products at a Dining market and then at Ralphs. The total at Ralphs was $79.79 and at the Dining market, $76.93. Of course, Steven pointed out, the price of the items would be cheaper at Costco and more expensive at 7/11.
  - Ali notices the price difference with a lot of things like cookies, etc.
    - Steve explained that stores like Ralphs buy a lot and get a good rate for it. HDH does not, so they don’t get as good of a price.
  - Will has received the same feedback from students about the high prices but always makes sure his constituents are not comparing on campus prices with sales prices.
    - Jason agreed. Usually those deals are provided by the vendor to promote an item.
  - Hue asked what the current markup is on food.
    - Steve said 47%.
  - Paul asked how the prices at the HDH markets compare with those at the bookstore.
    - Steve said that the Dining Markets are still cheaper. Of course there will be some items that are not and some that are.
- Jason shared “What’s new” in 2015/16.
  - Foodworx enclosed seating
  - OVT renovation
  - “South”ern Hospitality
  - Additional programming
  - Continued improvement

Steve asked if the committee had any questions.
- Esperanza asked about the possibly of extending hours.
  - Steve said absolutely. If that is what the committee wants, they will run the numbers and let the committee know how much it’ll cost.
  - Mark said that they will be looking to the committee to get input about what is needed and what they want. Once the committee gives their feedback, HDH will come back and show them how much everything will cost.
  - Esperanza asked if the increase would be on the dining side.
    - Mark said yes because they are separate.
- Roger has seen a new trend to have dining employees communicate with customers directly as opposed to having signage. He has difficulty ordering at 64 degrees because he doesn’t know what is there. Also, some of the staff doesn’t communicate with customers so he wanted to inquire about this.
  - Steve explained that they are still working on signage at 64 degrees. The general process is for a student to walk up, see what they want, go to the register to pay for it and be told the various options available.
  - Roger provided an example. There is only one sign at the end of the burger line that tells you how to put it all together.
- Steve said that they have proposed changes to the signage and hope to roll those out soon.
- Roger asked if those changes were just for the TV display.
  - Jason said yes. IT still needs to develop the software and then implement the changes.
  - Roger asked about having paper signs.
    - Jason said that they are trying to be sustainable and go paperless.
    - Roger asked when the changes are to be implemented.
      - Jason said hopefully soon. They are still working on it.
- Audrey asked if there is any more development with regards to getting more consumer feedback regarding the taste of the food at the dining facilities.
  - Steve shared that they have a “Contact Us” link on the Dining website (http://hdh.ucsd.edu/diningservices/faq.asp) that is utilized all the time by students to provide feedback. He said that it is monitored regularly and they respond back as soon as they can.
- Steve asked if this committee has ever considered having the meal plan run out and reset every quarter.
  - Windi said that this would result in students stressing out about running out of dining dollars three times a year instead of just once at the end of the year. Also, if they didn’t use enough throughout the quarter then they’d have to figure out how to use everything up quickly at the end of the each quarter (again three times, instead of just one).
- Roger asked if 64 degrees could prepare burgers in advance if they know the schedule of classes and when there is a possible rush of students.
  - Steve said yes but it would be lesser quality. He shared that they used to do this at the other facilities and received feedback that the burgers weren’t as good as when they were made fresh, on the spot.
- Will shared that he’s received a lot of feedback about the Flavors of the World and students love it.
- Will noticed that a lot of the salt and pepper shakers are one-time disposables. He asked if they could change to refillable ones to cut down on cost.
  - Steve said that the one-time disposable ones are actually significantly cheaper than the glass ones.
- William visited another University recently and saw that they used part of their TV display to show questions asked by students and responses from dining staff. He suggested doing the same at the dining halls. He said that students can read them while they are in line waiting for their food. It also shows that the comments are being looked at and addressed.
  - Steve said he will definitely take this into consideration.
- Ali shared that she’s received a lot of feedback regarding having breakfast available at 64 degrees. She suggested having a made-to-go omelet station or an oatmeal station.
  - Steve shared that they are always struggling with breakfast. They will reevaluate this idea but when they have opened for breakfast in other areas, not enough people come. The challenge is that even if people don’t come, he’d still have to make sure he had enough staff to prep the station, make the omelets and have a cashier on hand to ring up the order (regardless of how many people come in to actually order an omelet). So, the solution was to have the markets open early and provide breakfast options there.
He said that some of the other restaurants do serve breakfast and encouraged students to visit them.

Next meeting is scheduled on Monday, February 9, at 12:00pm in the Sixth College Main Conference Room.
UNDERGRADUATE HOUSING DINING HOSPITALITY

ADVISORY COMMITTEE MEETING MINUTES

February 9, 2015

MEMBERS PRESENT: Mark Cunningham, Co-Chair, Assistant Vice Chancellor, HDH
                   Diane LeGree, Co-Chair, Sixth College Dean
                   Ali Rorabaugh, Allergen Representative
                   Carlos Leon, RA/HA Representative
                   Clarisse Abuel, Sixth Representative
eeman agrama-minert, Resident Dean Representative
                   Esparanza Gutierrez, Marshall Representative
                   Hue Tran, Village Representative
                   Jessie Gois, Muir Representative
                   Jeffrey Lee, Warren Representative
                   Paul Yu, Provost Representative
                   Roger O’Neill, Revelle Representative
                   Russell King, HDH Representative
                   William Hsu, ICRA Representative
                   Windi Sasaki, Res Life Liaison

MEMBERS ABSENT: Esteban Marquez, Financial Aid Representative
                 Pa Chia Vue, Secretary

Krista Mays, HDH Sustainability Manager, came to talk about sustainability.

UCSD defines sustainability as “Meeting today’s needs without compromising the ability of future
generations to meet their needs.” This was after a faculty committee came to a consensus.

There was a question about reclaimed water (or recycled water). This is a purple pipe. Don’t drink this.
It is used or will be used all over campus. Some of this is bought from the city. The goal is to use less
potable (drinkable) water. There is a reclaimed water tour about 5 miles from the campus, if folks are
interested in a tour. Krista showed a map where the campus already uses reclaimed water and where
the plans are to expand it. Most of this will work in chillers so they can stop using potable water. Most
of the current reclaimed water is used for landscaping. Muir Field is currently in the process to move to
artificial turf, which will have huge water savings.

Currently, UCSD uses 594,600,000 gallons of potable water. Less than 5% a year of water used is
recycled water. Hoping to get to 25% of usage. Labs use more water than housing.

Green grants: Generally there are $10,000 per year to give on green grants. So far, there is a reusable
to-go wear pilot at OVT. These are a clamshell made of hard plastic that can be washed. Residence hall
residences can get a token to have their food put in the clamshell and they can take their food home.
When they return it, they get a token to use again and get more to-go ware. They are looking at how
those work, if they are being used, or if they are ending up on the trash. There is currently no financial
incentive to use it. It is a sealed container that seems to work well. Ideally, the student should return
the container sooner rather than later, maybe 48 hours. UC Merced charges $10 for folks who don’t
turn in their container within 48 hours. Not hoping to need to do that and there is some larger program to determine how to track who has them, but will see how it works. Muirstock asked for notebooks. Revelle asked for 1-liter water jugs to keep water in their rooms. There was a question about if this will be spread, but the grant was only for Revelle. There was not much feedback to know how it is working yet and it can go out. There are requests for ash cans/trays at the HDH campus entrances where folks who are smoking to deposit them, lighting improvements to HDH buildings (working also with HDH facilities on alternatives), and reimbursing Revelle for purchasing reusables for RA to use at events. If you have a Green Grant idea, the application is on the HDH website (https://hdh.ucsd.edu/Grants/HDHGrants/default.aspx?g=g). It is a short, easy form, and then you will meet with Krista about your idea to see how it will work.

There was a question about diversion. Diversion is anything that we don’t send to a landfill. This can be waste prevention, recycling, composting, and reusing items. The campus has a 51% diversion rate with construction material. Without that stuff, we are at 46% diversion rate. The goal was to be at 75% by 2012 and zero waste by 2020. Residents come from all over, and so it is a challenge to educate everyone to do everything. There is a long way to go to get to zero waste. Making a noise-activated item to get folks to divert waste. Cooking oil is picked up by a biofuel company and recycled into biofuel that’s used on campus. Someone asked if that could be made available to students. Krista said that there is a campus discussion about those should be sold. Someone asked if the oil is used in campus buses. Krista said that it can be. There is a question about if it can be used in generators, and people are researching it.

Composting: back of the house food scrap is composted. There is increasing tons of food scrap being composted. 260.19 tons was composted last year and 139.84 tons have been composted so far this year. Front of the house items is currently not composted. City of San Diego has a zero tolerance policy. This means that either someone has to fish out the contaminants or won’t be able to continue in the system.

Zero waste move outs: Donated about 37 tons of stuff to Disabled American Vets at move out. There is a competition for the area that donates the most to get desserts during finals week. Muir won the last two years. eeman asked if a bin could be available year round. Krista said she could talk to DAV and see if maybe it could be available once a quarter in each area. Will asked if there is a way to get rid of e-waste year-round. Krista said that she is talking with USD about their program to see if there is a way to work together.

EcoNauts: Students who do education and outreach. This week they are at the markets doing coffee and free trade chocolate. They do about four programs per week. They have some games that they are working on. They are also doing water tastings (filtered, hydration station, bottled, and electrolyte). Their job is education and outreach, and they are not a political group. Find them on Facebook. Will be hiring four at the end of the quarter. Jeff asked if she looks for one for each college. Krista said that it was difficult because sometimes no one applies from a specific area. She tries to hire at least one who doesn’t believe in sustainability. Has one that didn’t believe and now graduated from Yale with a degree in sustainability. Looks for people who are able to work well with a team.

What is HDH doing? HDH has a lot of LEED Buildings. LEED is a certification for the degree to which the building is sustainable. Mark has a goal that all new buildings are at least LEED Gold. They do tours of the green buildings. For the sustainable office, the default is double-sided printing, small trash cans, recycling, and reusable cups. Someone had asked about low flow showers, faucets, and toilets.
Everything has changed to low flow. There is green cleaning materials used, which is good for the staff as well. For Sustainable Dining, UCSD was the second Fair Trade University in the US. Dining has used cage-free eggs since 2009.

There was a question about zero net energy. This is a goal system-wide by 2025. UCSD has been an electricity provider, and some of it can be sold back. Roger asked if he can go in the tunnels. Krista said that they have done that as a prize in the past before.

Ali asked where the water from the purple pipes is coming from. Krista said that most of it is coming from the shower water in Keeling. Most of the water in the area there is coming from there.

Roger asked how the pools are heated. Krista said that she isn’t sure. She said that Canyonview used to be heated from solar water.

Will asked about the possibility of teaching people to recycle toilet paper tubes. He said that usually they are in the trash can because that is in the toilet. Krista said that she can look in to adding it to education.

Ali asked about strategic landscaping. Krista said that part of LEED is to have sustainable landscaping. So new projects will have different plants for the landscaping.

Roger asked when people mow. Russ said that it happens on Wednesday mornings. This shifts maybe to every other week when it isn’t the growing period. Mowing usually takes place early in the morning.

Jeffrey asked how the building lights are monitored. He said that some building lights in Warren are on all day. Mark said that they are usually on a timer, and some spaces need to be lit for safety. But Krista said that someone can send her an email if they see something on all of the time that they are concerned about and she can check to see what is going on. There are some places where lights can be lowered when no one is around and come back up when someone walks by, and many of the lights are being switched to LEDs, which use less energy. Roger also suggested that Jeffrey submit a lighting survey request.

Roger asked if lights are shut off completely during breaks and summer. Mark said that they do as much as possible, but there is usually someone around the campus and being dark too long can sometimes attract criminals. He said that they are looking in graduate housing at a system that is connected to their ID card and turns some of the electricity off or down when the student isn’t there.

If you have other question, feel free to email Krista at kmaays@ucsd.edu.

Mark said tomorrow night (Tuesday), there is a forum on the Undergraduate Residential Student Experience at the Great Hall. This is a forum to talk about what is in their area and what can be better about living on campus. There will be opportunities for students to share about what they can do. The information is important because things will likely come back to this Committee to see how to make improvements. He encouraged everyone to attend and to encourage their friends and constituents to attend.

No meeting next week due to the holiday. The following week we will be talking about levels of service. He put together the comparable rates for the other UCs. This is provided as a benchmark. We will talk
about other options, services offered and what should be kept the same, increased, or decreased. Currently, the differential between triple and double and double and single is $800. He would like to talk a bit about this and fairness to see if there is a right number. Wants the committee to also look at if the residence halls should be open during Spring Break. He said that he is getting a lot of questions from the campus about where out of state and international students should stay during that time. This has an impact on the residence life staff since they will need to work. It was voted on last year, but the question has come to Mark again and so wants the group to discuss this again. Thirdly, want to know if the meal plan is at the right number. Don't want people to run out too much. There are people who run out fast and people who have a lot left over. He is concerned particularly in the residence halls where people can’t cook that they will be able to eat. Knows that folks don’t want a full 3-meals, 7-days a week plan. Will put up some information in the Dropbox to review before the meeting. 

Meeting was adjourned at 1:03 PM
MEMBERS PRESENT: Diane LeGree, Co-Chair, Sixth College Dean
Mark Cunningham, Co-Chair, Assistant Vice Chancellor, HDH
Clarisse Abuel, Sixth Representative
eeman agrama-minert, Resident Dean Representative
Jessie Gois, Muir Representative
Esparanza Gutierrez, Marshall Representative
Will Hsu, ICRA Representative
Jeffrey Lee, Warren Representative
Carlos Leon, RA/HA Representative
Esteban Marquez, Financial Aid Representative
Roger O’Neill, Revelle Representative
Ali Rorabaugh, Allergen Representative
Windi Sasaki, Res Life Liaison
Hue Tran, Village Representative Proxy
Pa Chia Vue, Secretary
Paul Yu, Provost Representative

MEMBERS ABSENT: Russell King, HDH Representative
Jessica Kwen, Marshall Representative Proxy
Nicole Lee, ICRA Representative Proxy
Audrey Sechrest, RA/HA Representative Proxy
Brian To, Village Representative

Dining Plan Discussion
- Mark gave an overview of the 2014-15 UC system dining rates.
  o UC Berkeley’s standard meal plan is $6519 and a majority of their students opt for this plan. Their premium plan is $6869 and nobody selected this option.
  o UC Davis’ meal plans ranged from $4099 to $5628. Mark said that UC San Diego used to have five meal plan options but this committee thought that was too many so they reduced it to two meal plans.
  o UCLA’s meal plan ranges from $4056 to $5045. UCLA ranks at the top in terms of number of students housed in the UC system. They have about 100 more students than we do.
  o UC Merced and UC Riverside imbed their housing and dining rates together so it is hard to determine what their actual dining amounts are. They are both “all you care to eat” (AYCTE).
  o UCSB’s single bedroom rate is $17165.00 and their triple rate is $11713.00. They, too, imbed their housing and dining costs together.
  o UCSC has a dining plan package that has flex dollars. Mark shared that he’s brought up the idea of flex dollars in the past and the committee has always said no because they want the residents to have the flexibility of determining how much they should put into their triton cash accounts.
- Mark asked the committee to consider the following questions, as they review the various dining plan options throughout this meeting:
Do you believe the base residence hall dining plan meets most residence hall students’ needs? Is it too high or too low?
Do you believe the base apartment dining plan meets most apartment students’ needs? Is it too high or too low?
In the past, this committee has typically liked to keep things simple. This is the reason why the number of dining plans was reduced to two. Do you want more options? Is there a difference between the needs of the apartment residents and the residence hall residents?
Would residents want additional funds, in addition to the dining plan, to eat at PC?
Do you believe the markets’ business hours meets the needs of the residents on campus?
What changes would improve dining?

2015-16 Dining Changes
- Due to low demand, Dining is changing up the deli station at Goodies. With OVT being closed all next year, Goodies is going to serve breakfast burritos all day. They are also looking into adding a lunch special burrito to the menu.
- Dining is also planning to have one of the food trucks parked in the OVT parking lot for lunch and dinner during OVT’s renovation.
- Dining will be providing an enclosed dining space at Foodworx close to the Sixth College apartments, starting Fall 2015.

2015-16 UG Budget: Dining Presentation
- Mark gave an overview of the dining portion of 2015-16 budget. These are HDH’s goals:
  - To minimize dining plan increase. There is no benefit to HDH, to increase dining costs beyond those required.
  - To maintain current levels of service
  - No addition of new career staff and a reduction of student staff due to OVT closing.
    • Will asked if OVT’s closure will affect the number of student’s hired next year.
      • Mark said yes, but only for the short amount of time that OVT will be closed.
- Mark explained the assumptions for the proposed dining rates:
  - No new FTE (full time employees).
  - General assistance increases reflect the cost of doing business without adding career staffing.
  - Supplies & expenses increases are limited to 1.5%.
  - Salary increases per union agreements.
  - Benefits were calculated at 51%.
- Mark then provided the following budgeting basics:
  - Expenses increase every year. Since HDH is not supported by campus, the residents pay for everything.
  - Mark explained that if the committee decides to add levels of service, the rates will increase. If they decide to remove services, the rates will decrease.
    • Roger asked Mark to provide an example of what increasing or decreasing levels of service looks like.
      • Mark explained that a few years ago, this committee decided that they wanted to cut costs. They did it by cutting out breakfast. They asked Dining to provide some statistics regarding how many students were
eating breakfast and when they found out that it was a really small number, they decided to open the dining units later. To provide another example of adding or removing services, Mark said that this committee decided a few years ago that they wanted cage free, hormone free eggs. That increased the dining rate.

- Windi added that if the committee decided to add a third food truck, it would increase rates too and be an example of adding a service.
- Windi mentioned that being open during the holidays is also an example of adding another service.
  - Debt services is assessed by UCOP and collected twice a year in October and April.
  - Utility increases are based on San Diego rates.
- Mark then provided the following recommended guidelines:
  - He recommended that the committee use 2015-16 to continue with the current dining program. If they do want to change it, they should be thoughtful. Also, there shouldn’t be too many changes every year because it’ll confuse the residents and will be inconsistent. He said that every policy that HDH has had to date has come through this committee.
- Mark explained the following 2015-16 budget assumptions:
  - For the 2015-16 dining rates, the following occupancy percentages were used:
    - 93% single room
    - 97% double room
    - 98% triple room
    - For Residence Halls, 97.33% and for Apartments, 97.5%.
  - The campus does not plan to have winter admits.
  - They assume that there will be no active waitlist after 10/1/2015.
- Mark said that if the committee believes the current dining plan meets most of the needs of the residents then the recommended dining increase is 3%, which equates to $3255 for residence halls ($95 increase) and $2535 for apartments ($75 increase). This increase keeps everything the same as it was this year.
- Mark asked if the committee for their thoughts and suggestions:
  - Roger asked if Dining could offer a low cost breakfast option at 64 degrees (i.e. a waffle bar).
    - Mark said he thinks this might be possible. He will talk to Dining about it.
  - Esperanza asked if the deli at Goodies could be replaced with a breakfast station. She also suggested opening it earlier than 10am.
    - Mark said that Goodies will open at 7:30am in the upcoming year because OVT will be closed. They will be making breakfast burritos.
    - Clarisse suggested making pancakes or omelets too.
  - Will spoke with ICRA and they would like more hot food options to go at the markets. Also, they want to inquire about having the “Bistro to go” option all day. Currently, it closes at 5pm. Finally, they would like the Bistro to serve brunch on Sunday and be open for late night on Saturday.
    - Mark said that these are great suggestions and he will share them with Dining.
    - Will said that if cost is an issue, they don’t mind if the Bistro closes during slow periods during the weekdays.
    - Mark asked what hours they’d like the Bistro to be open on Saturday and Sunday.
      - Will said 11am-2pm on Sunday and 6pm-9:30pm or 10pm on Saturday.
- Ali said she’d like hot breakfast at 64 degrees.
- Hue believes the most cost effective solution is to have hot breakfast at the Markets. The Village Market has hot breakfast options (eggs, bacon, and sausage or oatmeal).
  - Windi said that some of the dining units used to have hot items ready to go (prewrapped burritos and sandwiches) but they received feedback from students that they preferred to get those items made fresh.
  - Mark said that one solution is to have a quick limited grab and go menu at the markets. He understands this request and would personally prefer to eat something hot for breakfast too. He’ll have his dining team look into it.
- Carlos received some feedback from the RA’s and shared them with the committee:
  - They suggested having a baked potato bar.
  - They also would like to have a pasta bar.
  - They would like less expensive healthy alternatives. Carlos shared that one of the RA’s was sick and didn’t want to spend $5 on a cup of soup so they chose to eat cup of noodles instead for $1.
  - They would like more produce varieties at the markets.
- Roger asked how much it would cost to buy better quality items, like rice or meat. He’d like to have better rice in the dining halls.
  - Windi said that it might not be the product itself, but instead the way it is being prepared. Dining is making rice for a large amount of people, which is very different than cooking a cup for yourself.
  - Mark said he can look into the rice they are buying.
- Paul suggested marketing to researchers, faculty, and staff regarding the dining hours and dining specials. He is constantly being asked by guests where to eat and he refers them over to the dining facilities.
- Will suggested having programs like “Dining with the Professor.”
  - Mark said they can definitely do that. He shared that this program used to be at Canyon Vista but they received feedback from students that they wanted a break from the dining hall. But they can definitely look into it again.
- Roger asked about improving the signage on campus. He still doesn’t know where Foodworx is.
  - Mark said that this is in the housing component that they’ll be seeing next week. They want to do standardize signage throughout campus that will point out both housing and dining facilities, as well as UC San Diego landmarks.
- Eeman shared three items from Residence Life:
  - Three colleges will be bringing in their freshmen in early on Wednesday before the contracted move-in date. They would like to have a dining option for them. They struggle with providing these students with dining options and would like to have at least one dining facility open.
    - Mark said that this is a good example of adding to the levels of service. If the committee wants to start the dining plan earlier, they can look into that. They could look into starting the proposed dining plan earlier or making it a bigger dining plan to account for the extra days.
    - They would like a market or dining unit open for Thanksgiving and Winter Break.
    - They suggested having a tiered dining plan.
    - Mark said that if the committee thinks a tiered dining plan is better, they can do that. Since he’s heard feedback that students are running out of dining dollars quicker, they could look into a bigger dining plan.
too. With regards to opening during the holidays, this committee has typically said no because it will cost a lot of money.

• eeman said they’d like to have something open during the non-holiday days.
  o Mark said it wouldn’t be an issue for HDH because they are already here. This would raise the rate though.
  o eeman said that this is important to them because they are trying to give a great first impression. When the students move in, everything should begin. This is the feedback they’ve received and she wanted to share it with the committee.
  o Will agrees with having a dining unit open during the holiday closure. To keep the rates low, he suggested keeping the dining units open until the university closure. He said that ICRA seconds having a tiered dining plan so students can decide if they want the higher or lower meal plan. He believes the residence hall residents should have two options and the apartment residents should have two options. He also believes every student should have to pick a dining plan, from the options available (just like UCLA). This helps create awareness of the dining plan they have for the entire academic year.
  o Mark said that they can look into tiered options but the current dining plan is the minimum. If the committee wants to lower them, something else has to go up.
  o Windi asked the committee if they were given two options, would any of them select the bigger of the two.
    ▪ Every member present would select the smallest dining plan.
  o Mark said that if there were two options, they need to assume that most people will pick the smallest. If they lower one dining plan, another must go up.
  o eeman said that the buy up process is very confusing. She believes students should elect to buy up when they contract for housing. All students should be required to pick a dining plan. This would help them understand that the meal plan is part of the housing package.

• Hue thinks the committee is trying to do too much. Many students don’t know how many dining dollars they will need until they are actually on campus and are months into the program. He believes the best solution is to allow the dining dollar exchange all year round. He doesn’t believe having a tiered plan will solve the issues that have been brought up today.
  o Mark said that the dining plan exchange program was a suggestion from a Marshall student. He explained that the committee (at the time) did not like the idea of having the dining dollar exchange all year long because some may not understand what they are doing (mainly freshmen) and end up not having enough dining dollars to last the entire year.
eeman said that parents would be outraged if they found out that their student had sold their dining dollars and needed more money to finish off the year. She suggested the tiered dining plan because of the feedback she’s received from students and parents. The feedback mainly states that the meal plan is too small. She thinks that if they are required to pick a dining plan, they would understand the program better. She also suggested having more verbiage on the website to explain how much the dining plan can buy. She doesn’t think the dining plans should be lower. She thinks they need to be higher.

- Mark said he will present the committee with a few options at the next meeting.

Next meeting is scheduled on Monday, March 2, at 12:00pm in the Sixth College Main Conference Room.
Dining Options
- Mark provided background on the dining plan. He said that the committee moved away from “all you care to eat,” many years ago. The committee has always wanted the lowest buy in possible. Currently UC San Diego has the lowest dining cost, most flexibility, and most options in the UC System. HDH has noticed that dining dollars have been moving from the dining halls to retail. About 65% of all dining dollars are spent at the retail locations. The restaurants are important though because they give students a place to gather and a place to hang out.
- Mark pointed out that the markets will never be anywhere close to a grocery store (i.e. Ralphs). Ralphs sells more bread in a single day than they sell in a year.
- Mark said that simple has been a priority for the committee, which is why they currently have two dining rates. The residence hall rate is higher than the apartments because the apartments have kitchens.
- Mark presented the first dining option:
  o This is a basic 3% increase across the board and is the HDH recommended option. This would keep the program the same. It is a $95 increase overall for residence halls and $75 for apartments.
  o Mark said that if the committee wants, the increase could be higher to give residents more dining dollars and more purchasing power (Option 1a).
Mark said that more money could be put into the products or drive down product cost. He reminded the committee that HDH has a break even budget and does not care about profit.

- Pros of Option 1:
  - Maintains lowest required meal plans cost to all while providing the largest number of options.
  - Gives most amount of flexibility to residents to eat where they want, when they want, whether it's on or off campus.
  - Minimizes issue of residents having too much dining dollars.

- Cons of Option 1:
  - Does not provide enough dining dollars to meet the needs and wants and residents have to manage their food and beverage needs to their limited dining dollars.
  - Many customers don't understand the minimum dining plan concept.
  - Although all can buy up, they don't. Just over 150 out of nearly 11,000 residents choose to buy up.

Mark presented the second dining option:
- In addition to the 3% increase (option 1), add $250 to dining plan in the form of flex dollars. These funds can be spent anywhere triton cash is accepted and would carry over year to year. This would give residents more purchasing power and maintain the current levels of service.
  - Ali asked if the flex dollars would be accepted at Whole Foods.
    - Mark said yes because triton cash is accepted there.
    - Eeman asked if they would still have to get triton cash for laundry.
      - Mark said he’d work those details with his team afterwards.
  - Pros of Option 2:
    - Still supports dining levels of service and UC San Diego is still the lowest cost required meal plan in the system.
    - Gives even more flexibility to residents to eat where they want.
    - Minimizes issue of having too many dining dollars that having a larger dining dollar amount can cause.
    - These would be in the meal plan and covered by Financial Aid.
  - Cons of Option 2:
    - Still does not provide enough dining dollars to meet the needs and wants of residents.
  - Roger asked if there could be multiple flex dollar increments.
    - Mark said yes they can do that.

Mark presented the third dining option:
- Residence Hall Residents would have two options:
  - Primary meal plan $3900
    - This would meet the needs of nearly all residents in residence halls, knowing they have limited to no options for preparing their own food.
  - Minimum meal plan $3560
    - For this option, Mark increased the residence hall base meal plan by $305 dollars so that the apartment residents would have a lower rate.
    - Roger asked what the opposition is to raise the dining plans to what would be considered normal.
- Mark presented the fourth dining option:
  - Increase dining plan by 10% to reduce the per item cost in the market.
    - The extra funds could be used to subsidize the markets.
    - This would add $129 per person, per year.
    - Roger said that in the end, the students are still paying the same amount so instead of putting the money in the markets, the dining plan should be bigger.
      - Mark said this is just another option to share with committee.
  - Pros of option 4:
    - Speaks directly to largest complaint about our dining program - the cost per item would be reduced by 10% across the board.
    - These are still dining dollars and the resident controls them.
  - Cons of option 4:
- Mark asked the committee if they had any questions about any of the options presented.
  - eeman believes option 2 is the most beneficial in terms of impact to HDH and to the residents. Residents are getting more but it doesn’t feel like a tuition increase. She thinks it’s the most sensible and least confusing option. She would love for students to be able to use the flex dollars with laundry. She does the parent orientation every year and the most questions are regarding the difference between triton cash and the dining plan and why both are needed. She wants them to understand what the dining plan is and how much they can buy with it. She wants them to understand that it’s essentially two meals and a snack. Option 2 will eliminate the confusion about triton cash. And if they want to add to triton cash later, they still can. What’s great is that they don’t have to worry about it at the beginning of the year because they will already have funds ready to go.
  - Hue said he doesn’t like the idea of flex dollars. It is another type of currency to take into consideration. If issue is laundry, he suggested having the laundry machines take dining dollars instead of triton cash. He agrees that the dining plan verbiage needs to improve and that the dining plans should be explained via number of meals. He thinks the flex plan is confusing. He also pointed out that money going into the flex plan is going out of HDH and doesn’t think that’s a good idea. He thinks money should stay in HDH.
  - eeman pointed out that the flex dollars can be used in the dining halls.
  - Hue said that they won’t use it there if they can use it elsewhere. If they don’t use the funds at the dining halls, the money won’t stay with HDH.
  - eeman asked if there could be an option to not have flex dollars too.
    - Mark said no. If the committee votes that they want flex dollars, every resident will have flex dollars.
  - Roger likes the idea of flex dollars and supports it. He knew students who didn’t do laundry for two months because they couldn’t figure out how to put money on their cards. Flex dollars would solve this and avoid the confusion. He also thinks the residents would appreciate being able to go off campus. If they have flex dollars, they will use them.
  - eeman pointed out that flex dollars would be covered by financial aid too.
    - Esteban said that it would be. If the room and board rate goes up, financial aid would go up too.
    - Mark asked if this would be covered under the snacks and incidentals category.
      - Esteban said yes.
  - Roger asked if the flex dollars could be refunded.
    - Mark said these details still need to be pulled out. He wants residents to be able to go anywhere without feeling restricted. Residents should be able to eat at the dining hall one day and Panda Express the next.

- Mark asked the committee if they want option 4.
  - None of the committee members want to pursue it.
- Mark asked the committee if they want option 3.
  - Roger said he’d like to narrow it down to option 2 and 3.
  - Hue likes both options but is concerned because they are both increasing the dining by a large amount. He doesn’t believe the residence hall residents should have to pay more,
just to give the apartment residents a lower dining option. He believes the base should be the 3% increase ($3255 for residence halls and $2535 for the apartments).

- Eeman agrees and doesn't think the residence hall residents should have to pay more to give the apartment residents a lower rate. She likes option two and three because they provide more options for the students. She doesn’t mind whether the increase is via dining dollars or flex dollars. She thinks students would prefer flex though.

- If the committee chooses flex, Hue suggested just giving triton cash instead of flex dollars.

- Mark asked the committee to vote on option 2 and 3.
  - Option 2 voting results: 7 approve, 2 decline.
  - Option 3 voting results: 7 approve, 2 decline.
  - Mark said that he will present the committee with two finalized options next week and the committee will vote on them.
  - Eeman suggested calling the flex dollars Triton Flex.

Next meeting is scheduled on Monday, March 9, at 12:00pm in the Sixth College Main Conference Room.
MEMBERS PRESENT: Jana Severson, Mark’s proxy
Diane LeGree, Co-Chair, Sixth College Dean
Clarisse Abuel, Sixth Representative
Ali Rorabaugh, Allergen Representative
Carlos Leon, RA/HA Representative
eeman agrama-minert, Resident Dean Representative
Hue Tran, Village Representative
Jessie Gois, Muir Representative
William Hsu, ICRA Representative
Jeffrey Lee, Warren Representative
Esteban Marquez, Financial Aid Representative
Ivan Evens, Provost Representative
Roger O’Neill, Revelle Representative
Russell King, HDH Representative
Windi Sasaki, Res Life Liaison

MEMBERS ABSENT: Mark Cunningham, Co-Chair, Assistant Vice Chancellor, HDH
Esparanza Gutierrez, Marshall Representative
Pa Chia Vue, Secretary

Jana asked if all representatives had a chance to review Mark’s email and attachments. Most folks had, and said that she would go through them quickly. She showed the summarized version of the rates reviewed.

The Base rate for Dining was at a 3% increase of the current year’s dining rate. For option 1, added a new “Flex Dollars” option. The Flex dollars adds an amount that can be used on or off campus at places that take Triton cash. The amount was changed from 250 to 165 in consideration of the overall increase and to lower that amount. Amount could be assessed based on the take rate. Jeffrey asked how the flex dollars would be accounted for off-campus vendors that sell or serve alcohol. He asked how this would affect Financial Aid. eeman said that there are ways to limit the use of the flex dollars to not be used on alcohol. Esteban said that the flex dollars would not be reported to UCOP, which means that it would not be covered by Financial Aid. Jana said that she believes that there would be some consideration for it to be included in the amount reflected to Financial Aid. Hue asked if having $5/week is enough. He wouldn’t be able to buy a meal with this amount, and it wouldn’t be enough to take the place of a meal. Russ said that it is an average, and folks can spend more. eeman said that she thought that there would be a tiered version of the flex dollar amount but didn’t see that option reflected in the slides provided. Jana said that she believed that the tiers were in the traditional dining dollar program, not the flex dollar program. Different folks had either understanding. eeman said that she was concerned that not having a tiered system would have folks not understand that the plan isn’t a full program. Jana said that there would be the ability of families to add flex dollars throughout the year. Not having a lot of options makes it easier to tell how these were used and makes it clearer to
determine if the amount is right. No matter what is chosen, it is clear that the options need to be marketed better. HDH Marketing is working on this.

Option 2 has the same base rate and has a two-tier. There is a minimum meal plan (3420) and a premium meal plan (3900) in residence halls and additional tiers in the apartments. Roger said that he talked with students and it seemed that the flex dollar option was popular. He thinks that having it on the card on the first day that they move in makes things easier for people to explore or do laundry is important. Jeffrey said that adding more flex dollars isn’t important because he thinks that adding flex dollars is important because it is added into Financial Aid. He also said that he thinks most people would use it for laundry because they are worried about finances and wouldn’t use it as much for food. Jana said that she wasn’t sure what the amount usually is spent on laundry. Jessie said that she asked Muir College Council and she said that they weren’t in favor because people found Triton Cash confusing and thought adding another currency was confusing. She also said that most folks were in favor of the current way the plan looks, but were more in favor of tiers than of flex dollars. Will said he explained to his constituents that Flex dollars were a way to have things added to Financial aid, and they asked if they could still be called Triton Cash. He said that it created a third account and would be confusing to prospective students and parents. His impression was also that flex dollars would not be able to be managed. Hue said that he asked the Village staff and he said that they were not in favor of the flex dollars because the funds would not go back to HDH and wouldn’t be able to be used to reinvest in services and food on-campus. Diane said that Sixth College Council liked the flex dollars so that it would be able to add into Financial Aid. There was less interest in the tiers since they thought most people would take the minimum. Will asked if people would be able to buy more dining dollars if they ran out. He also asked if people could have the chance to renew their dining plan after the first quarter, since they will see how much they used and then pick their plan for Winter accordingly. Jeffrey pointed out that Financial Aid wouldn’t cover any additional cost since that only happens once a year. Hue said that it is important to determine if the plans meet the goals of providing good service and meets the needs of the residents. He believes that the tiered plans will do that. Jeffrey said that he thinks that there is a problem with people believing that laundry funds should be covered, and so there should be some funds included that are also laundry money. Eeman said that there are some folks, especially parents, who believe that the required program is the recommended program. She believes that maybe the plans should be renamed so that people understand that there is a different amount that will feed students well and list something higher than the minimum as the recommended amount to actually feed students well. This might help students also understand better why they are running out if they choose the minimum plan. Ali said that she has residents who had two months in and hadn’t done laundry because they didn’t understand how to use Triton Cash. Roger asked if there would be an option to have a Laundry Plan on the contract to add it in and make that an additional amount added. Will asked if language around minimum or recommended would be for apartment or residence hall people. Eeman said that continuing students would be able to use their own judgment, and make their decision. Will wanted to make sure that HDH wouldn’t expect people to select a plan that is called recommended when they would select the minimum. Jana said that she believed that a different word would be used, but that more words would be used to describe the difference. Eeman and Esteban said that they would also be able to counsel students about what they would be able to use differently. Hue said that buying up would be able to go back to HDH. He said that if laundry is the issue, then there needs to be an easier way for folks to add Triton Cash in the laundry rooms rather than at a different location. Windi said that you can add it from your phone. Russ said maybe a sign could be added. Jeffrey said that it would also be helpful to have something in the residence life offices when a machine is broken to get the refund.
Folks acknowledged that flex dollars would not operate in the same way as dining dollars or Triton Cash, and would need to be called something different than either of those.

Will asked of option 1 had no tiers. Jana confirmed. He asked if people would be able to add dining dollars. Ali asked if the total amount for both cost the same for the minimum plan. Hue asked if option 2 could be $165 less, since this was added because of the flex dollars to make them cost the same. Jana said that she believed that Mark used the $165 in the residence halls. Option 3 might be to remove the $165 from the residence hall plan but still has a tier like option 2. Jeffrey asked if the budget would be balanced if the minimum plan was lowered. Jana said that yes, since the base rate is what is needed to have a balanced budget. Eeman clarified that there also needed to be more options to explain to students and families about how much folks need to cover their meals.

Jana asked people to vote on options 1, 2, or 3. Votes: option 1: 5, option 2: 0, option 3: 6, Abstained: 2

Jessie, Esteban, Clarisse, and Provost Evans left the meeting at this time.

Provost Evans asked if people can carry food out of the restaurants. eeman said yes. Jana noted that votes on rates are typically not this close. Diane asked if people who selected option 1 are ok with option 3. Roger said that he is because he thinks the program is working now, but that there needs to be better communication about the need for Financial Aid. He also said that there was a concern about laundry funds not being included in Financial Aid. Windi said that laundry is included in a line separate from room and board in financial aid for personal needs. Hue asked how this number is determined. Windi said she didn’t know, but that folks were welcome to email Esteban to get some clarification.

Jana moved to the housing portion of the budget. Jana explained that a large portion of the budget is salary and benefits. There are 6 new career staff, and there are several union employees who according to their contracts receive a pay increase. Additionally, benefits are calculated at 51% of salary, which is determined by UCOP. Jana said that HDH is not proposing any changes to the service level. Roger said that he believes that things are falling apart and that perhaps POP should have more funding. He said that his FixIt requests are also not happening as quickly as they were at the beginning of the year. Jana said that she believes that this should be a conversation with Pat, rather than a conversation for increasing rates. Hue asked if there were any other major maintenance projects that needed to be considered in the budget. Russ said that those things have already been included and considered.

Debt service is the largest amount of the budget. This is assessed by UCOP twice a year (they are the lender).

At this time, HDH is at a steady state as far as the housing portion is concerned, which means not growing the programs. The community is at over-demand, and so additional things are being proposed in the case that is the case and there is additional funding.

Jana covered forecasted and projected average occupancy by bedroom type and in residence halls and apartments. eeman asked if the mini-doubles were considered in a double. Jana said that she believes those were counted in the triples. Proposing to keep the $800 differential between single and doubles and doubles and triples. Also proposing an equal distribution of increase across residence halls and apartments. Jana showed current year rates. Jana then showed the proposed rates, which is a $58 annual increase (or $1.76/week increase). This is a 3% increase. eeman asked about the mini-doubles. Jana didn’t remember the rate, but this is a rate specific to the Marshall Residence halls.
Jana showed the list of the deferred maintenance projects that will be included in the rates. These include adding dual pane glass around the area where the LRT construction will take place, additional bike racks, completion of Argo Hall renovation work, OVL renovations, Warren Douglas Hall pedestrian bridges, new furniture in Matthews Apartments, phase 3 of ERC refresh, increasing wireless internet coverage. There is also an option to continue to fund programming grant funding. Mark had also communicated that if there is something else that folks are interested in including, they can ask for that.

Hue asked if folks that are in smaller spaces, like mini-doubles, can they be given more dining dollars in appreciation. Roget pointed out that they get a lower rate. Hue said he wasn’t aware of that before, and that he was glad there was something. Jana also said that the mini-doubles are temporary and that they don’t want to plan based on having that rate. Eeman added that the rate is $600 less than the triple bedroom rate. Eeman asked if they should share now ideas for funding from the additional funding from rates if that should be brought up now. Jana said no, that should be later. Eeman said that she is interested in more RAs with increases in mini-double.

Roger asked if there is a way to add better signage for way finding. Jana said that it could be added to the list of ideas for additional projects to fund with over capacity. She also shared that it is something that is being added with all new projects. Hue asked if there is a way to provide fans to the rooms that will be impacted by the LRT construction. Folks may not open a window due to the construction noise and dust, and so having something that provides air circulation would be helpful.

Ali asked if all-campus air conditioning has been proposed. Jana said that it hasn’t. She shared that during new construction, things related to air flow for circulation have been added as part of the green building certification. Roger asked if something is being done to create more sound-proofing for rooms. Jana said that POP is regularly looking for solutions for noise. Windi added that there was some considerations for floors and ceilings to minimize sound between floors. Jana also shared that some walls on the 15th floor of the Village have some walls with sound proofing added to the outside that also looks interesting.

Vote on housing rates: 8-0-1, in favor.

Meeting was adjourned at 1:03 PM