Food Service
Spring 2015
Town Hall

FY 2015
Academic Year: Fall 2014 – Spring 2015
FSAC – Food Service Advisory Committee

Works with various constituent groups, in a proactive way, to ensure there is support for future food service offerings, operational plans, and new program initiatives. In addition advises on items which could affect satisfaction, quality and service.
FSAC – Food Service Advisory Committee

Voting Members

Student Representatives
*William Fischer, SGA Chair
*Canyon Sanford, SGA Vice Chair
*Colleen Serafica, SGA Alternate
*Ryan Smith, UC Policy Board
   Erica Tat, UC Policy Board
   Quinashai Watts, RHA
*Aubrey Cherry, RHA
*Ashley Hegger, At-Large General
Diana Marchione, At-Large Residential
   Nancy Sheoni, At-Large Residential

Faculty/Staff Representatives
*Lars Grabow, Faculty Senate
*Swati Basu, Faculty Senate
   Andy Moon, Staff Council
   Terence Turner, Staff Council

*Meal Plan Sub-committee Members

Diana Marchione, At-Large Residential
   Nancy Sheoni, At-Large Residential
Charge Committee/Ad Hoc Committee

October - January
Units develop and present recommendations

October - January
Committees submit recommendations to UH Chief Financial Officer

December - January
CFO submits recommendations to the Chancellor

December - January
Committees host town halls

January
Chancellor makes rate recommendations to the UHS Board of Regents

Auxiliary Services
Shared Governance Committee Process

UNIVERSITY of HOUSTON
DINING SERVICES
Continuing the Dining Vision…

Accomplishments in 2014-2015 School Year

✓ Opening of Freshii in the Student Center
✓ Continuing Food Truck program with new pad, new late night hours in residential corridor, addition of dessert trucks & potential new trucks
✓ Hot food program and lounge renovation enhancements added to Student Center Satellite Starbucks
✓ Overhaul of to-go container program to create truly sustainable solution
✓ Continual enhancements made to residential dining program
  ✓ Expanded weekend brunch at FFCo
  ✓ Omelets, hot entrée & side, hot breakfast
✓ Homemade granola & croutons
✓ Expanded gluten-free offerings
  ✓ Cereal, toast station, salad
✓ Fair Trade Campaign begun on campus
Continuing the Dining Vision…

*What’s Next?*

- Increased value for students with Cougar Cash discounts
- Exploring more halal options for residential dining
- Continuing to enhance residential menu to meet student requests
- Continue to enhance nutrition programming
- Complete Fair Trade Campaign requirements for certification
The Future of Our Program

• To provide an affordable solution for our students in alignment with President Khator’s goal of graduating students with the least amount of debt.
• To sustain the high quality, variety, and viability of the program in the years ahead.
Meal Plan Options Discussion

• Based on:
  – RHA feedback
  – FSAC Committee feedback
  – FSAC Subcommittee feedback beginning February 2014
  – Focus groups
  – Surveys
  – Competitive research
  – Financial analysis
Key Research Findings

• Split of students making meal plan choices based on # of meals and overall price.
• 10 meals per week was a strong desired minimum number of meals available on a plan.
• Additional Cougar Cash buying power is universally desirable.
• Request to remove swipe restrictions for guests to allow more guests to come and use plan holders meal swipes instead of guest passes.
Meal Plan Proposal

Key Changes

- Cougar Cash discounts when purchased
- Unrestricted guest pass usage on Sasha Swipe and Cougar Choice plans
- Tiered plan pricing
- Board rates address inflation costs
- Lease partners no longer accept Cougar Cash
# Residential Pricing

<table>
<thead>
<tr>
<th>Plan</th>
<th>Meals</th>
<th>Cougar Cash</th>
<th>Board Rate</th>
<th>CC Rate</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shasta Pass Unlimited</td>
<td>Unlimited</td>
<td>$100</td>
<td>$1,820</td>
<td>$85</td>
<td>$1,905</td>
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<tr>
<td>Sasha Swipe 15</td>
<td>15/week</td>
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<td>$1,640</td>
<td>$225</td>
<td>$1,865</td>
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<tr>
<td>Cougar Choice 160</td>
<td>160/sem.</td>
<td>$400</td>
<td>$1,310</td>
<td>$380</td>
<td>$1,690</td>
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<tr>
<td>Cougar Cash</td>
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<td>$1,600</td>
<td>$0</td>
<td>$1,520</td>
<td>$1,520</td>
</tr>
</tbody>
</table>

- **Board Rate Increase**
  - Shasta Pass: 2.5%
  - Sasha Swipe: 2.5%
  - Cougar Choice: 2.7%

- **Cougar Cash Discounts**
  - Shasta Pass: 15%
  - Sasha Swipe: 10%
  - Cougar Choice: 5%
  - Cougar Cash: 5%
## Commuter Pricing

<table>
<thead>
<tr>
<th>Plan</th>
<th>Meals</th>
<th>Cougar Cash</th>
<th>Board Rate</th>
<th>CC Rate</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 120</td>
<td>120/sem.</td>
<td>$200</td>
<td>$720</td>
<td>$180</td>
<td>$900</td>
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<tr>
<td>Block 80</td>
<td>80/sem.</td>
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<td>$545</td>
<td>$135</td>
<td>$680</td>
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<tr>
<td>Block 40</td>
<td>40/sem.</td>
<td>$100</td>
<td>$320</td>
<td>$90</td>
<td>$410</td>
</tr>
<tr>
<td>Block 20</td>
<td>20/sem.</td>
<td>$50</td>
<td>$165</td>
<td>$45</td>
<td>$210</td>
</tr>
<tr>
<td>Select 300</td>
<td>N/A</td>
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<td>N/A</td>
<td>$285</td>
<td>$285</td>
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<td>$500</td>
<td>N/A</td>
<td>$475</td>
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<tr>
<td>Select 800</td>
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<td>$950</td>
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</tbody>
</table>

- **Board Rate Increase**
  - Block 120: 3.6%
  - Block 80: 3.8%
  - Block 40: 3.2%
  - Block 20: 3.2%

- **Cougar Cash Discounts**
  - Block Plans: 10%
  - Select Plans: 5%
<table>
<thead>
<tr>
<th>Plan</th>
<th>Meals</th>
<th>Cougar Cash</th>
<th>Board Rate</th>
<th>CC Rate</th>
<th>Total Price</th>
<th>Current Price</th>
<th>Price Per Meal</th>
<th>% Change Total Price</th>
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<td>$1,820</td>
<td>$85</td>
<td>$1,905</td>
<td>$1,875</td>
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<td>$1,640</td>
<td>$225</td>
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<td>$1,310</td>
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<tr>
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<td>$135</td>
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<td>$675</td>
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<td>0.7%</td>
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<tr>
<td>Block 40</td>
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<td>Select 300</td>
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<td>$285</td>
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<tr>
<td>Select 500</td>
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<td>$475</td>
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<td>$500</td>
<td>N/A</td>
<td>(5%)</td>
</tr>
<tr>
<td>Select 800</td>
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<td>N/A</td>
<td>$760</td>
<td>$760</td>
<td>$800</td>
<td>N/A</td>
<td>(5%)</td>
</tr>
<tr>
<td>Select 1,000</td>
<td>N/A</td>
<td>$1,000</td>
<td>N/A</td>
<td>$950</td>
<td>$950</td>
<td>$1,000</td>
<td>N/A</td>
<td>(5%)</td>
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<td>Average</td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<td>1.0%</td>
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</table>
Questions?
Thank You!
Student Housing Rate Increase Process

Market Research

- C.H.O. Informal Rate Survey
  - 46 Universities in the region (30 in Texas)
  - Partnership property local apartment research

Student Housing & Residential Life Advisory Board

– Comprised of:
  – Student leaders (nominated by SGA, RHA, and RA Staff)
  – Staff members (appointed by Staff Council)
  – Faculty members (appointed by Faculty Senate)

Town Hall Meetings

Board of Regents
Why rates go up

Student Housing & Residential Life must be self supporting. **Housing does not receive state funding and relies on housing fees as revenue.**

*It is typical that housing rates increase on average between 3 and 5 percent a year...*

- Operation costs
- Facility repairs and improvements
- Program Improvements
- Debt Service
Why Our UH Rates Need To Go Up

We do not receive state funding and rely on housing fees as revenue.

- Operation costs: Small increases expected, however Facilities Management costs are difficult to predict

- Facility repairs and improvements: Deferred maintenance in “vintage” buildings and unexpected emergency repairs.

- Program Improvements: Minor changes impacting cost.

- Debt Service - $19,194,732.00

- Financial Viability Plan and Operation Debt Repayment scheduled out till 2020 - 2022
Facilities and Operations Updates

Elevator Work
• Moody: project bringing final elevator cars to completion by Jan. 2015
• Bayou: final repairs now complete

Door Replacement
• Moody: built lockable secure doors on the first floors
• Bayou Oaks: damaged door replacement project

Moody Emergency Sign Updating
• $75,997.94 final repairs completed at the end of Summer

MAP-Works Initiative
• Student Success and Retention effort
• Collaboration with academic and student service departments

Fire Pump and System Wide Sprinkler Repairs
• $106,548.00 System wide repairs/improvements

Bike Repair station

Bottle filling Water stations - Pilot
Facilities and Operations Updates

New Housing Software
• Better service: easier, faster, reliable, user interface, mobile apps, communication tools, "visual" room self-selection, more aesthetically pleasing and adaptable with more admin features for accounting, updates and reports (about $80K and $15 annually)

Desk/Office Emergency Buttons

Moody Emergency Repairs
• HVAC system emergency repair – substantial completion fall 2014
• Lift-station emergency repair (flood control) - Complete fall 2014
• Major Plumbing shower emergency repairs
• We are expecting more Moody plumbing issues expected

Calhoun Lofts ATT Buyout
• $1,017,870.16 (estimated) to increase service and lower cost (longer term).
• Better customer service experience, premium channels, wireless TV, improved internet. Projected $622,187.34 savings over 5 years.

Bayou Oaks Emergency Generator - Required
Projected FY15 Operating Budget: $38,469,208.82

- Staffing: 49%
- Operational: 7%
- Facilities & Utilities: 28%
- Information Tech: 11%
- Debt Service: 5%
Unofficial Rate Increase Comparison
46 universities in the region (30 in Texas)

Chief Housing Officers in the region reported

Are Student Housing room rates anticipated to increase for Fall 2015?
• Approximately 33 responded “yes” and indicated 3-8% Increase

DPY’s informal survey at the CHO Meeting November 7, 2014
*2014 Room Type comparison compiled utilizing:

Cost of most expensive, most common, least expensive suite/private bath
Cost of most expensive, most common, least expensive community bath
Then divide the sum of these figures by 3 (which is the number of figures in each category)
**2014 University Comparison graph compiled by adding:

Cost of most expensive, most common, least expensive suite/private bath
Cost of most expensive, most common, least expensive community bath
Cost of most expensive, most common, least expensive apartment private bed/bath

Then divide the sum of these figures by 9 (which is the number of figures in each row)

Texas A&M University, Texas Tech University,
University of Houston, University of North Texas, UT Arlington,
UT Austin, UT Dallas, UT El Paso, and UT San Antonio
The student housing rate increase of 3% will offset deferred maintenance costs, operating costs, and debt service.

### Rentable Options

<table>
<thead>
<tr>
<th>Rentable Options</th>
<th>FY2016</th>
<th>$ Change</th>
<th>% Change</th>
<th>FY2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quadrangle Double</td>
<td>2,646.00</td>
<td>77.07</td>
<td>3%</td>
<td>$2,569.00</td>
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<tr>
<td>Quadrangle Super Single</td>
<td>3,503.00</td>
<td>102.03</td>
<td>3%</td>
<td>$3,401.00</td>
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<tr>
<td>Moody Towers Double</td>
<td>2,390.00</td>
<td>69.60</td>
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<td>$2,320.00</td>
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<tr>
<td>Moody Towers Single</td>
<td>2,981.00</td>
<td>86.82</td>
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<td>$2,894.00</td>
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<tr>
<td>Moody Towers Super Single</td>
<td>3,268.00</td>
<td>95.19</td>
<td>3%</td>
<td>$3,173.00</td>
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<tr>
<td>Cougar Village I - 2 Bedroom Double</td>
<td>2,924.00</td>
<td>85.17</td>
<td>3%</td>
<td>$2,839.00</td>
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<tr>
<td>Cougar Village I - 2 Bedroom Single</td>
<td>3,804.00</td>
<td>110.79</td>
<td>3%</td>
<td>$3,693.00</td>
</tr>
<tr>
<td>Cougar Village II - 2 - Bedroom Double</td>
<td>2,924.00</td>
<td>85.17</td>
<td>3%</td>
<td>$2,839.00</td>
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<tr>
<td>Cougar Village II - 2- Bedroom Single</td>
<td>3,804.00</td>
<td>110.79</td>
<td>3%</td>
<td>$3,693.00</td>
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<tr>
<td>Cougar Place - 4 Bed/1 Bath</td>
<td>3,486.00</td>
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<td>Cougar Place - 2 Bed/1 Bath</td>
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<td>110.79</td>
<td>3%</td>
<td>$3,693.00</td>
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<tr>
<td>Cougar Place - 1 Bed/1 Bath</td>
<td>3,910.00</td>
<td>133.88</td>
<td>3%</td>
<td>$3,796.00</td>
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</table>

### Per academic semester – 12 month/academic year options

<table>
<thead>
<tr>
<th>Rentable Options</th>
<th>FY2016</th>
<th>$ Change</th>
<th>% Change</th>
<th>FY2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bayou 4 Bed/2 Bath</td>
<td>3,442.00</td>
<td>100.26</td>
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<td>$3,342.00</td>
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<tr>
<td>Bayou 2 Bed/1 Bath</td>
<td>3,621.00</td>
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<td>$3,516.00</td>
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<tr>
<td>Bayou 3 Bed/2 Bath Shared</td>
<td>3,540.00</td>
<td>103.11</td>
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<td>Bayou Townhouse</td>
<td>2,950.00</td>
<td>85.92</td>
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<tr>
<td>Calhoun Lofts Efficiency Unfurnished</td>
<td>4,645.00</td>
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<tr>
<td>Calhoun Lofts Efficiency Furnished</td>
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<td>Calhoun Lofts 2 - Bed/1 Bath Furnished</td>
<td>4,259.00</td>
<td>0.00</td>
<td>0%</td>
<td>$4,259.00</td>
</tr>
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</table>

Partnership properties: Cullen Oaks 3.9% increase and Cambridge Oaks no increase.