

# Miscellaneous Services Circle

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# ONE CARD SYSTEM

## Purpose / Vision

To provide a multi-purpose card designed to handle a wide range of campus needs. This will provide convenience to students, faculty, staff and alumni. Providing greater safety is one of the many benefits in reducing or eliminating cash on campus. It can also increase the institution's profile as it conveys to prospective students that the school is technologically advanced and capable of serving their needs.

This system is based on a magnetic striped identification card that can be used for all identification, monetary and non-monetary transactions and activities associated with day-to-day life on campus.

## Transition

**The one card system currently in place at OUC should be preserved in the transition from OUC to UBC Okanagan and Okanagan College.** This service provides a cashless transaction system for many areas already on campus. Three important functions included on this card system must remain a priority during the transition. 1. Each student and staff photocopier on all campuses have card readers and are cashless. 2. The card functions as a Library account card – the Library does not produce cards. 3. There is an on-line meal plan service in place (NK campus), primarily for residents. Preliminary work will have to be done prior to September 2005. Research of equipment, etc. should start in September 2004 for implementation in September 2005.

Current card functions are: photocopying, Library card, vending purchases (NK), admittance to OUC events and exams, athletics equipment rental ID, Library fines, Education Tech Center, food purchases at NK (cafeteria, deli, Arts, Residence café), KLO and Vernon.

## Supporting The Vision And Mission

A new and improved look to the one card system would consist of upgrading to an on-line computer system. There are three areas driving this improvement: (1) the need for “pay for print” processes in the new Commons area in the NK Library; (2) the need to upgrade the current card system attached to all the photocopying equipment; and (3) upgrading the meal plan / POS system at NK campus.

Currently the card system has two cash systems. One system is on-line and the other is not.

1. The on-line system allows users to have a meal account. This service is utilized by the residents (NK campus) and other students and staff who do not live in residence. Visiting IE students and various departments also uses it.
2. The other system attached to the card can be referred to as a declining balance “junk stripe.” There are many card readers at OUC on **all** campuses: all photocopiers, vending (NK), food purchases (KLO, Vernon, NK), Library and Education Tech Center.

By upgrading the card system to an **on-line one card system**, as in many other universities, the one card venture has great potential. It's value could include many more activities internally and external partnerships.

## Revenue

Currently we charge a commission rate to vendors to generate some revenue for cost recovery, i.e.: ATM commissions, vending commissions, cash card service administration fees, practicum cards to students, KSS lunch cards, generic security cards, door cards for residence and conference. The biggest revenue generator could be the food services area where commission is paid on retail sales and meal plan sales (we currently receive commissions – however it does not support the one card system). Additional revenues are provided from lost cards and also through various internal and external customers. Many one card systems are in place at other universities and are entirely cost recovery.

Providing this service to more external customers can increase revenue. This would provide two benefits – provide additional revenue to the one card system and bridge the institution to the community.

## Vision - One Card System

### Monetary Usage:

- computer lab printing
- photocopying
- residence laundry
- vending
- registration payments, i.e. transcripts, tuition, etc.
- bookstore
- library fines, loans
- Education Tech services
- food purchases
- phone card – long distance
- internet services
- partnership with banks
- partnership with businesses outside of institution

### Non-Monetary Usage:

- library account card
- parking
- banking
- bus pass
- student health plan policy card
- employee health plan policy card
- External ID card for student discounts
- Door access
- Athletic equipment rental ID

### Department cards:

- purchases at any of the venues can be transferred back to accounts via JE's - without the paperwork of expense claims

## **TRANSPORTATION - Improving Accessibility**

### **Solving Transportation Issues in a Growing University Community**

#### **Purpose / Vision**

As the number of FTEs increases, so will the number of people and cars travelling to the North Kelowna Campus. Traffic density is already a concern for OUC's existing staff and students, and with a dramatic increase in both employees and students, certainly the problem will worsen. Currently there is only one entrance to the campus, facilitated by only one turning lane in each direction. Buses run approximately every fifteen minutes from Kelowna to the campus during the day, but service rapidly drops off into the evening and on the weekend. Service from Lake Country is even more infrequent. Well-organized carpool systems are not in place to facilitate ridesharing to and from the campus. Finally, cycling to the campus is unsafe because of a lack of planned bike routes to and from the campus. Immediate attention must be given to these issues so that travel to and from the campus (and all of OUC's sites) remains safe and accessible.

#### **Single Occupancy Vehicles**

It is likely that the majority of vehicles travelling to OUC each day are single occupancy vehicles, or SOVs. During busy times of year, at North Campus alone over 4000 people come to the campus every day. As the institution grows and the number of daily visitors more than doubles, traffic will inevitably increase on Highway 97 and the single entrance to North Campus will be jammed. OUC's current parking lots will not sustain the increase in the number of drivers who need parking spots on campus. All of these factors unfortunately increase the possibility of traffic jams, car accidents, and overflowing parking lots.

#### **Bus Service**

Increasing FTE enrolment will mean increased ridership on public transportation to and from all of OUC's campuses. Since buses when classes are in session are already near full on many mornings, bus service will need to expand to accommodate the students and staff who rely on public transportation to get to work. In addition, there is currently only one bus route that services the North Campus. Students and staff who are not near this route face the problem of not being able to get to the campus since public transit does not service their location.

#### **Cycling**

Cycling is a popular method of transportation in the Okanagan, and there is a good network of bike routes available for cyclists to travel on. However, there is no bike route that services the North Campus. Many students and staff may wish to commute by bicycle, but the highway is not safe enough to ride on. The shoulder is too narrow to ride safely away from passing vehicles, especially on the overpass just south of the campus. Other routes are not easily accessible or do not continue all the way to campus. There are also limited facilities for bicycle users, such as bike racks, storage lockers, and showers. Cycling to campus, if made safer, would undoubtedly become a preferred means of travel for many students and staff.

## Other Forms of Commuting

There are few other options available for campus commuters. Walking to the North Campus is not a viable option since the campus is located far from most residential areas. Carpooling is a good option, but potential users do not have an organized system to help them set up a carpool or vanpool. Carpooling services could be greatly improved so that commuters could take advantage of this environmentally friendly service. A service such as this could also facilitate travel among OUC's many campuses.

## Transition

To reduce SOVs, improve traffic flow, and open up more options for commuting to campus, a number of options may be considered.

## Carpooling

A carpool or vanpool service would help reduce SOVs, reduce the cost of commuting to campus, and prevent traffic jams.

- [www.carpool.ca](http://www.carpool.ca), which can be used in Kelowna, could be more widely advertised both on and off campus to encourage more users to join.
- The purchase of university-owned carpool vehicles would eliminate any concern carpool users might have about the use of their own vehicles. These vehicles could be sponsored by local companies (Prospera Credit Union, for example) in exchange for advertising on the vehicles. This would offset the cost of purchasing these vehicles.
- Offer incentives for people to sign up for a carpooling service, such as coupons for car maintenance.
- Increase the number of parking spaces on campus and offer priority parking to carpool vehicles. Build parking spaces *up*, not *out*, to save space. The City of Kelowna owns a dismantled parking garage that could be pieced together for campus use if the city is willing to part with it.

## Roads

Building a second entrance to the North Campus would give drivers more ways to get to campus.

- Build an overpass allowing access to campus from the south end. This would divert much of the traffic from Kelowna and the Westside, and reduce traffic lineups in the current entrance.
- Build a second entrance from the north end.
- Control entrances to parking lots by constructing a multi-lane entrance with attendants to monitor incoming and outgoing traffic. One or more lanes could be limited to drivers with long-term parking passes only. Monitoring traffic also increases campus security, since thefts can be reported to parking attendants who can then watch for suspicious vehicles.

## Cycling

- Complete a bike route using Roberts Road as a connection to North Campus. Residents in the area have concerns about a large volume of traffic going to and from campus, so the road should be limited to local residential traffic and cyclists only.

- A proposal was brought to the city some time ago suggesting that the railroad tracks running to the North Campus be converted into a bike route. This proposal could be revisited and amended as necessary.
- Build rails or wider shoulders on Highway 97 so that cyclists may keep a safe distance from other vehicles. If a new entrance to the campus is built, a bike route could be incorporated into the design.
- Construct an entrance for cyclists at the north end of the campus.
- Install bike racks on campus, and make bike lockers available for those who want to use them. The University of Victoria installed covered shelters to protect bikes from the elements, and these were well received by bicycle commuters.
- Add more showers or make the gym showers available for cyclists to use.

### **Public Transportation**

- Increase frequency of service to campus. This will make public transportation a more reliable commuting option and thus more desirable.
- Introduce express bus service from various locations in and around Kelowna. These could include routes originating in Rutland, downtown, Lakeshore, the Westside, and Westbank.
- Introduce the U-Pass. As part of the U-Pass program, students, faculty and staff could receive discounts at local merchandisers (such as bike shops), a lower-priced bus pass, or priority in carpooling services. This service can be incorporated into ID cards so that it supports the one-card system.
- Introduce public bus service between and among campuses. Public transit should be available so that students may commute from Vernon, Salmon Arm, Penticton, and all other campuses to either of the Kelowna locations.
- Staggering start times for classes would also ease traffic congestion since commuters would be arriving on campus at different times.

### **Other Issues**

As the campus grows, on-campus travel may need to be addressed. Students may need to travel between buildings that are far apart, and may have limited time to get there. Disabled students may need assistance with on-campus travel. Safety will become more of a concern for students on campus after dark. Some ways to improve on-campus travel for students and staff include:

- Introduction of an evening shuttle service using a wheelchair-accessible vehicle to transport students and staff to different parts of the campus
- “Rent-a-bike” system similar to UBC’s Bike Kitchen, whereby bicycles are locked at various locations around the campus and students may gain access to them by registering at a kiosk and acquiring a bike lock key
- A bike repair shop where students and staff may get assistance or borrow tools
- More organized and well-signed visitor parking

## **Supporting The Vision And Mission**

We would like to see a sustainable, accessible UBC Okanagan campus that answers to the transportation needs of its students and staff. Doing so will create a closer campus community through the sharing and use of on-campus transportation resource, and will make the campus a more attractive destination for visitors, faculty candidates and potential students. It will also create partnerships with large businesses such as BC Transit and with municipal governments throughout the Okanagan region who also share an interest in improving transportation among Okanagan communities. By being “responsive to the needs and opportunities of the southern interior,” the goal of improving transportation options speaks to the current UBC Okanagan vision, and serves the Okanagan region as a whole.

## MISCELLANEOUS SERVICES

### Purpose / Vision

To provide various services needed. These services will provide convenience to students, faculty, staff and alumni.

### Transition

The following suggestions are presented for consideration of the transition in 2005 and beyond.

- **Water Treatment Plant** – there is a small water treatment plant on the NK Campus that has never been used. Perhaps it is time to consider why this system was never implemented and possible changes that have occurred in the last twelve years that could enhance the system and bring it up-to-date. The water on Campus is not good and has affected business in conferences and residences and provides some problems in food services. Can this system be used?
- **Career Shop** – mini-personnel agency
- **Information Centre – Large Central TV's** – MS PowerPoint presentations used on large TV screens - as an information tool to students, staff and summer conference services - located in various areas on campus. One suggestion is the cafeteria, one in each building lobby area
- **Shaw Cable** – provide cable access in the cafeteria so that when there is an important news release that affects OUC, the City and more, we can gather to get information from TV news (i.e.: last year's fire, UBC/OUC transition announcement)
- **Banking Services** – bring back the banking machines versus ATM's – provide a machine that will accept different transactions other than provide cash (i.e.: transfers, deposits). Consider this part of the contract with our banking provider.
- **Mini IT Expert Shop** – a counter service to provide mini services to students and staff – similar to on-line support but in person and open to students
- **Video Rental Service**
- **Recycling** – paper recycling is already provided and should be expanded to include other recyclables such as can, glass.
- **Mail Delivery** – should delivery be to a central pick-up location or continue to be directly to departments
- **First Aid** – retention of First Aid attendant on campus for emergencies, chemical spills, fires, etc.

## UNIVERSITY CIRCLES

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- **Landscaping** – provide more indigenous landscaping (xeriscaping and native plants) on campus when further construction is initiated or replace existing landscaping. Mechanisms to store rainwater running off the roofs should be included in the design of new buildings. Gray water could be used to irrigate the property where irrigation is necessary. This will have an impact on reputation and conservation of water for irrigation.
- **Composting** – provide composting for biodegradable materials from both food services and landscaping.

## FOOD SERVICES

### **Purpose / Vision**

To provide top notch food services on campus to students, faculty, staff and alumni.

### **Transition**

To maintain and increase the service of the current food services on campus via the current food service contract with ARAMARK and beyond.

### **Vision**

- **Clean water system** - providing clean water on campus to enhance: drinkable water, summer guests' perception of water
- **Convenience store**
- **Staff lounges**
- **Hours**
  - Staggered times of classes would increase food services and reduce lineups
  - Increase food service summer hours
- **Vending**
  - Retain vending services on all campuses – snack (Kettle Valley Vending – contract in place) and cold drink (Pepsi)
  - When food service hours are reduced, have a coin/card operated coffee machine – or bring some of the vending services up in the food service area “lobby”
  - Have vending machines in the lobby of the buildings that do not have food services
- **Food outlets:**
  - Residence - provide food service in the NK residences
  - Science & Arts – build an atrium style building between the Science and Arts buildings - not only providing food services but also “linking” the two faculty areas
  - Expand the Arts Grab N Go
  - Trolley service - in the court yards and in lobby of buildings
- Increase variety of food available
- Increase marketing of meal account which is a function of current ID card system

## STUDENT HOUSING

### Purpose / Vision

With 1,000 new beds being built in the next few years there are many things to think about in terms of facilities, and services to enhance student life. We must also evaluate current administrative processes to ensure that Student Housing is run efficiently and profitably.

### Transition

- **Administration**

- Current software system is not meeting needs - purchase a new system that interfaces with Banner and ideally with Conference Services software
- Need to look at restructure of staff and job descriptions to handle the growth of the department
- Marketing strategies to advertise new facilities

- **Services**

- 1,000 new rooms – we will need to look at couples and family housing
- Build a residence cafeteria (already in the planning stages)
- Provide cooking facilities on each floor in the dorm buildings
- Meal Plan - currently dorm students have a mandatory plan available at NK campus only – look at a more flexible meal plan that will allow students more choices
- Reevaluate services - a better selection of vending machines, possible video rental, convenience store, games room, study rooms, etc.
- Programming and events - create more events to support a more vibrant student residence life similar to other universities
- More training will be needed for RA's to deal with the influx of new students
- Mail delivery system - currently a student worker comes in for an hour to sort the mail for 33 residents. We would need a "mail room" or have the same arrangement as South Campus where Canada Post sorts the mail directly in the resident mailboxes

- **Other**

- Address building a large student lounge for social gatherings to promote residence life
- Need to make sure furniture and beds are suitable for new rooms (right now old hard mattresses)
- Ensure we have enough storage space
- Spend more money on decorations in the buildings - there is not one picture up or plant in any of the lobbies, hallways or offices in the residence buildings (the Housing Office will struggle with this point due to vandalism and theft)
- Parking – more parking needed and where?
- Safety issues in remote areas – provide proper lighting
- Better travel access from Residence to the Campus (all seasons) – including wheelchair access

## CONFERENCE SERVICES

### Purpose / Vision

With the addition of 1,000 beds we want to maintain a successful and profitable Conference Centre that will complement the already excellent reputation that OUC has for handling summer conferences May through August.

### Transition

- **Administration**

- Work with UBC Vancouver to interlink policies, agreement and procedures
- Share marketing dollars and partner on advertising
- Referral system between UBC Vancouver and UBC Okanagan
- Proper check-in area and lobby
- Expand offices to meet needs of growth
- Job descriptions for new positions or expand existing ones to handle increase in work loads
- Create a Housekeeping Supervisor position to work under Conference Services versus under the Janitorial Contractor
- Re-brand all advertising material, web site and printed material
- Purchase new software reservations system to handle the increase in rooms, compatible with housing and finance software
- Virtual tour of facilities on Conference web site
- Storage room for beds, linen
- Purchase a golf cart so that staff can get around on campus easier

- **Services**

- Build a large meeting space for Plenary Sessions (perhaps a performing arts auditorium) large enough for 600-800
- Purchase audio visual equipment such as LCD panel and flip down screens
- Create larger food service facilities – consider collapsible wall so that room can be broken down for smaller groups
- Add phone and high speed internet capability to each room
- Some rooms upgraded with televisions and decorating
- Mattresses are very hard (consistent complaint)
- Provide input when building residence cafeteria

- **Meeting rooms**

- Create meeting space in order to attract larger conferences
- Need to have control over a certain number of classrooms for conference use only – booking to be done solely through Conference Services
- Build meeting rooms in residences – lounges that can be converted into meeting rooms in summer – seating 100-200
- Whiteboards and flip charts built into these rooms
- Purchase comfortable chairs

## APPENDIX 1 - CRITICAL POINTS

### One Card System

**Immediate** - Stage 1 - Planning for Implementation September 2004.

Maintain current status of system, adding the ability for computer printing.

Incorporating function onto the current OUC ID card. Possible other function to incorporate ASAP is the meal account.

2004/05 - Stage 2 - September 2005 – Bring entire one card system up and running

- There is concern that a system will be brought into place for the Library Commons computer printing without consideration being given to the bigger picture of incorporating this printing process as a function of the one card system.
- Currently the maintenance agreement for the meal plan will expire August 2004. The system has worked well without major problems over the last 11 years, however, there will be need to explore an updated system and as well bring this into the process of the one card system, ASAP.
- Currently all photocopiers are housed with a card reader. Consideration should also be given to upgrading these systems into the one card system.
- A committee was just initiated when the UBC/OUC merger was announced, to explore these needs and look for a system to implement for September 2004. All discussions were put on hold. I believe this should be resurrected **immediately**. There is still time to implement the system, however now in “stages” - with the first stage for the fall of September 2004, with full implementation for September 2005.

### Transportation

**Immediate** – Vision for September 2005 must start immediately so that there is time to implement ideas and structure traffic plans for September 2005

### Miscellaneous Services

Considerations for September 2005

- Information Centre – Large Central TV’s
- Shaw Cable
- Banking Services
- Recycling
- First Aid

### Food Services

Considerations for September 2005

- Hours
- Food Outlets

### Student Housing and Conference Services

Ideas to be brought in-line with the housing increase and timelines in place

## APPENDIX 2 – WATER CHALLENGES

The transition from OUC to UBC-Okanagan is very exciting and is expected to result in 150% growth of the institution by 2010. This translates to a significant increase in water usage by the institution. At the same time, the Okanagan Valley is an area where precipitation is very low, and water conservation is extremely important. When Premier Gordon Campbell made his announcement that OUC would become UBC-O, and predicted terrific growth through the region, residents were noting that Lake Okanagan was at its lowest recorded level in half century.

Growth in Kelowna has really taken off just in the past 20 years, and the city's residents and industries, on the whole, do not seem to be aware of or using water conservation measures. It is doubly important now then, when the city is projected to grow at an accelerated rate, that everyone living and working here be well-educated people, many of whom know a great deal about the importance of water conservation, should take the responsibility of being pro-active in this regard. An obvious and very visible first step would be to xeriscape the property upon which the university stands. When new buildings are put up, mechanisms to store rainwater running off the roof should be included in the design, and advertised to the public. Finally, gray water could be used to irrigate the property where irrigation is necessary.

If water conservation isn't given an extremely high priority by the entire community, we will eventually see the Okanagan Valley become a desert that can no longer support trees, and with a burgeoning human population which sucks the moisture out of the beautiful hills surrounding the valley.

**University Circle Members:**

Cathy King (Chair), Student Housing & Food Services

Jessica Oman, President's Office

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Peter Martens, Central Receiving

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