

Project Number 11045
Purpose Subject Area Committee Meeting: Food Service
Location Bean Hall East Conference Room
Start Time 2/23: 3:00 PM

CONFERENCE REPORT

01 THOSE PRESENT

EMU Food Service

Allen Faigin
Shelly Pruitt
Lynn Yapuncich
Margaret Hoff

Campus Planning and Real Estate

Martina Bill, Fred Tepfer

EMU User Group

Gregg Lobisser, Dan Geiger, Wendy Polhemus,

EMU Facilities

Dana Winitzky

Envision Strategies

Peg Rodger

Ricca Newmark Design

Jean-Michel Boulot

Architects: AC Martin

David Martin, Bob Murrin, Tammy Jow, Christopher King

Architects: SERA Architects

Natasha Koiv, Walker Templeton, Eric Philps, Caity McLean, Nathan Burton

02 DISCUSSION

1. Peg Rodger of Envision Strategies reviewed her analysis of existing customer counts for the various food venues in the EMU. See chart below.

Between 11:00am – 4:00pm: Peak Half Hour:

| | | | |
|------------|---------------------|------------|---------------------|
| 369 | Fish Bowl | 58 | Fish Bowl |
| 180 | Marketplace | 27 | Marketplace |
| 400 | Subway | 63 | Subway |
| 300 | Holy Cow | 47 | Holy Cow |
| 450 | Panda Express | 71 | Panda Express |
| 350 | The Buzz | 64 | The Buzz |
| <u>590</u> | <u>Union Market</u> | <u>105</u> | <u>Union Market</u> |
| 2,639 | | 435 | |

2. Existing Space and Seating Allocation:

| University of Oregon Erb Memorial Union | | | | | | | | | |
|---|---|-----------------|--------------|-----------------|--------------|---------------|--------------|-----------------|---------------------|
| | Self-Op Production Kitchen / Support | Fish Bowl | Marketplace | Subway | Holy Cow | Panda Express | The Buzz | Union Market | Total EMU Retail |
| EXISTING SPACE: | | | | | | | | | |
| Dining / Seating | - | 10,145 | in Fish Bowl | in Fish Bowl | in Fish Bowl | in Fish Bowl | 2,185 | - | 12,330 |
| Serving / Retail Space | - | 948 | 281 | 348 | 935 | 912 | 462 | 902 | 4,788 |
| Kitchen / Production | 1,410 | In Serving | In Serving | In Serving | In Serving | in Serving | 378 | - | 1,788 |
| Storage | 1,279 | In Self-Op Kit. | in Subway | 1,236 | in Subway | in Serving | 108 | 366 | 2,989 |
| Ware-washing | - | in Subway | in Subway | 336 | in Subway | in Serving | In Serving | - | 336 |
| Support Spaces | 654 | In Self-Op Kit. | in Subway | In Self-Op Kit. | in Subway | in Serving | 108 | In Self-Op Kit. | 762 |
| Total Existing Space | 3,343 | 11,093 | 281 | 1,920 | 935 | 912 | 3,241 | 1,268 | 22,993 |
| <i>Total Existing Space without Seating</i> | | 948 | | | | 1,056 | | 10,663 | |

3. Assumptions for New Space Allocation (Assumptions were revised based upon a reduction of one tenant space (Fish Bowl tenant was eliminated). (updated 3/5/12)

| University of Oregon Erb Memorial Union | Self-Op Central Kitchen / Support | Self-Op Venue or Tenant | Brand / Tenant #1 | Brand / Tenant #2 | Brand / Tenant #3 | Coffee House / Café | Pub / Grill | Loading Dock Support Functions | Total EMU Retail |
|--|--|----------------------------|----------------------|----------------------|----------------------|------------------------|--------------|--------------------------------------|---------------------|
| Lunch: 11:00am - 4:00pm | | | | | | | | | |
| <i>Growth Factor</i> | | 10.0% | 10.0% | 10.0% | 10.0% | 20.0% | | | |
| Typical Meal Count | | 446 | 480 | 370 | 535 | 463 | 300 | | 2,593 |
| % Participation at Peak Hour | | 15.7% | 15.7% | 15.7% | 15.7% | 18.3% | 18.0% | | |
| Peak HALF Hour Customers | | 70 | 75 | 58 | 84 | 85 | 54 | | 426 |
| Anticipated Take-out Factor | | 15.0% | 15.0% | 15.0% | 15.0% | 35.0% | 0.0% | | |
| Anticipated # of Dine-In Customers | | 60 | 64 | 49 | 71 | 55 | 54 | | 353 |
| Average Length of Stay at Peak Meal | | 30 Minutes | 30 Minutes | 30 Minutes | 30 Minutes | 30 Minutes | 40 Minutes | | |
| Seating Efficiency Ratio | | 75.0% | 75.0% | 75.0% | 75.0% | 50.0% | 75.0% | | |
| Total Number of Seats Required for Meal | | 80 | 86 | 66 | 96 | 111 | 96 | | 535 |
| <i>Suggested Number of Seats</i> | | 90 | 90 | 80 | 100 | 120 | 100 | | 580 |
| Proposed Space - NSF | | | | | | | | | |
| Dining / Seating | - | 1,350 | 1,350 | 1,200 | 1,500 | 2,160 | 1,800 | - | 9,360 |
| Serving / Retail Space | - | 600 | 500 | 500 | 650 | 500 | 800 | - | 3,550 |
| Kitchen / Production / BOH Support | 700 | 300 | 300 | 300 | 350 | 300 | 350 | - | 2,600 |
| Storage | 600 | 300 | 300 | 250 | 340 | 510 | 640 | - | 2,940 |
| Pot / Ware-washing | 180 | 150 | 150 | 150 | 150 | 150 | 180 | - | 1,110 |
| Support Spaces | 1,790 | 250 | 250 | 250 | 250 | 270 | 270 | 870 | 4,200 |
| Total Proposed Space | 3,270 | 2,950 | 2,850 | 2,650 | 3,240 | 3,890 | 4,040 | 870 | 23,760 |
| <i>Total Proposed Space without Seating</i> | <i>3,270</i> | <i>1,600</i> | <i>1,500</i> | <i>1,450</i> | <i>1,740</i> | <i>1,730</i> | <i>2,240</i> | <i>870</i> | <i>14,400</i> |

Proposed FS NSF does not include Catering Pantries 23,760

4. Seating:

- a. Peg forwarded after the meeting the current seating available in dining areas (900), and Martina forwarded the EMU Non dining seats (293), for an EMU total seat count of 1,193 seats existing. AC Martin to do a estimate the new seat count based on the latest design:

| | |
|--|-----|
| Dining Seats | |
| Fountain Court | 48 |
| The Fishbowl | 275 |
| Aperture Gallery, East Dining, Duck Pond | 160 |
| South Dining | 235 |

| | |
|--|--------------|
| Union Market Adjacent | 27 |
| The Buzz | 155 |
| Total Dining Seats | 900 |
| EMU Non Dining Seats | |
| 4-seat couches: 3 | 12 |
| 3-seat couches: 4 | 12 |
| 2-seat couches: 2 | 4 |
| Lounge chairs: 34 | 34 |
| 2-top tables: 31 | 62 |
| 4-tops: 9 | 36 |
| 2-tops ganged to rectangles: 41 tables, 75 seats. | 75 |
| THE Big chair at lower level 70s wing: 1 | 1 |
| Taylor Lounge: 14 lounge chairs, 2 4-seat couches (8), 4 3-seat couches (typically 1 or 2 people on couches (8) , 4 window seats that are used as footrests/backpack storage from lounge chairs. | 34 |
| McMillan Gallery: 15 lounge chairs, 6 window seats for single occupancy | 21 |
| Bench wrapping stair 215 at Ballroom typically only see 1 or 2 people. | 2 |
| Total Non Dining Seats | 293 |
| Total Existing EMU Seats | 1,193 |

- b. Concern was expressed to make sure that seat counts match or exceed those highlighted, since there is some overlap with students using seats for studying/gathering or non eating functions.
- c. Peg calculates demand for Food service is 580 seats, based upon a 75% efficiency ratio.
- d. Peg and Chris suggested a variety of seating types to accommodate short and long term, small and large groups, such as 2-top and 'family style' tables.
- e. 2 tops create more flexibility and accommodate more demand in contrast with larger tables. Counter seats should be deep enough for laptops and allow for single patrons seats used for study. The goal is to allow multipurpose uses of seating in the food areas, not just for eating.
- f. Booths are very popular with students.
- g. Atrium (fountain court) seats not counted for food service.
- h. Food service seating areas are shown highlighted in green below:

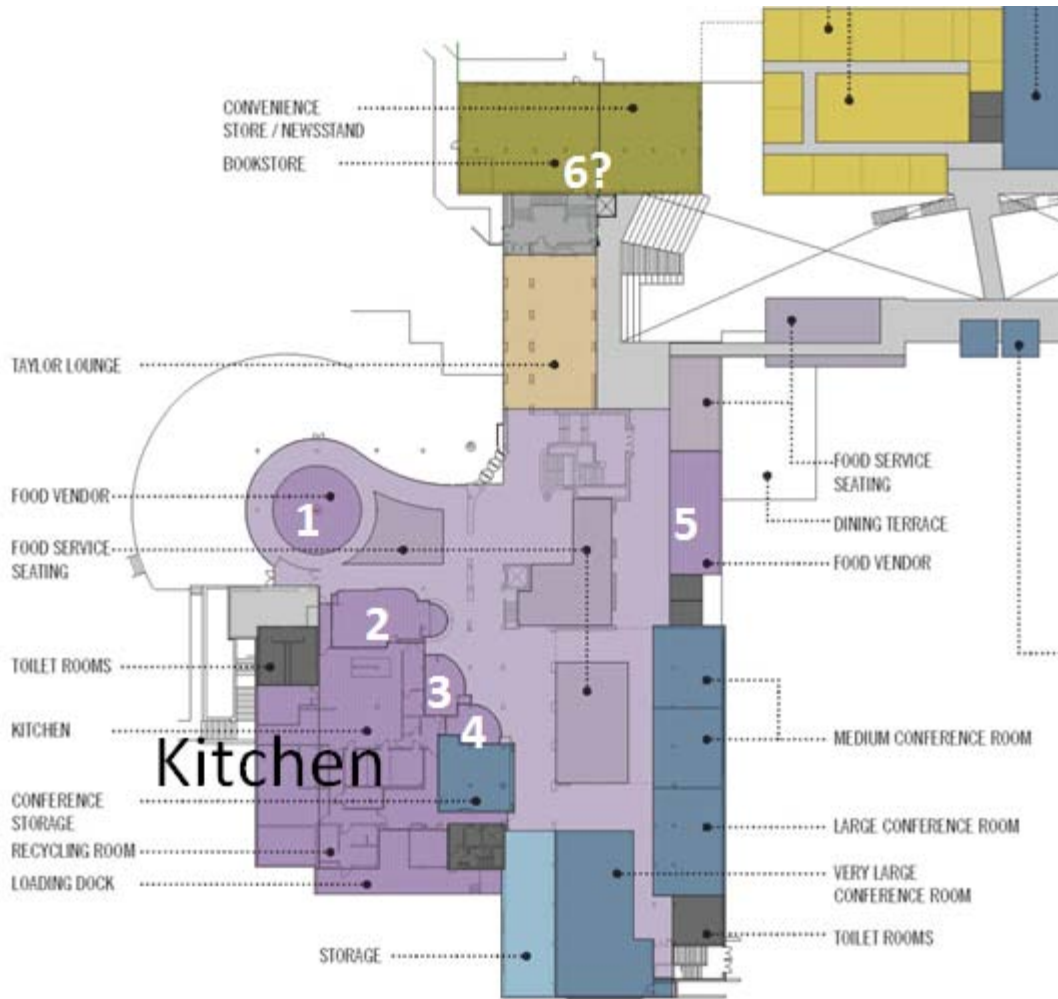


Convenient Store

5. The operation of the Convenience store as a grab and go venue was discussed as possibly being operated as part of the Duck Store operation, to be located outside the Mills Center/at the current location of the Post Office location.

Retail Tenants

6. Food vendors will not all be the same size and are not shown with correct square footage on the current plan. Program spreadsheet shows all same tenants the same size, but will vary. Plans to be modified to show appropriate size. Jean Michel to layout each venue and ultimately provide a rough equipment list and cost. Adequate queuing space should be considered.
 - a. After the meeting it was decided to eliminate the tenant within the Fish Bowl (1), since there are 4 tenants plus pub and coffee house as self operations. In addition the C-store will handle grab and go prepared items.
 - b. Each tenant to be self contained as much as possible, with the exception of employee restrooms and changing rooms, where tenants currently use the public facilities. Jean-Michel to review code requirement for dedicated changing and toilet room requirements
 - c. Jean Michel to layout each tenant space for review
 - d. See diagram of tenant spaces below:



Back of House/support areas

7. Back of house kitchen area was discussed. The original storage allocation for the central production area/ satellites was 400 but we have increased this to 600. No storage allocated for vendors currently. Tenant space needs to be self contained within their space as much as possible. There is a need for central storage space off the loading dock. Peg and Margaret to discuss storage requirements in more detail.
8. Food Services will operate the central production area, and the storage space needs to increase slightly since the satellite locations do not have any on-site storage. A dedicated uni-sex restroom and changing areas have been allocated for this area to be used by all of the self-operated food service employees.
9. It was requested that Tammy try to move call center and rearrange storage to be more back of house push conference room fronts out to the dining area and activity.
10. The support spaces for each tenant include a small office, janitor closet, small holding area for recyclables, and location for bag-in-box soda system. As a result the total NSF for each tenant has increased.

11. Offices for the self-operated food services team are located in the central production kitchen area.

12. Peg Roger, sent the following chart of support space needs as a follow up to the meeting: (dated 3/5/12)

University of Oregon
EMU Support Areas for Food Service

| Food Service Area | Qty. | NSF | Central Kitchen NSF | Self-op Retail | Pub | Loading Dock | Per Tennant |
|-------------------------------------|------|-----|---------------------|----------------|------------|--------------------|-------------|
| Offices: | | | | | | | |
| <i>Receiver</i> | 1 | 80 | 80 | | | | |
| <i>Chef</i> | 1 | 100 | 100 | | | | |
| <i>Director's</i> | 1 | 120 | 120 | | | | |
| <i>Admin. Support</i> | 2 | 80 | 160 | | | | |
| <i>Satellite Coordinator</i> | 1 | 100 | 100 | | | | |
| <i>Retail Coordinator</i> | 1 | 100 | | 100 | | | |
| <i>Pub Coordinator</i> | 1 | 100 | | | 100 | | |
| <i>Student Office</i> | 1 | 100 | 100 | | | | 80 |
| Break Room | 1 | 150 | 150 | | | | |
| Employee Locker / Changing Room | 2 | 150 | 300 | | | | |
| Employee Rest Room | 2 | 150 | 300 | | | | |
| Recycling Holding | 1 | 60 | 60 | 60 | 60 | 150 | 60 |
| Composting Holding | 1 | 60 | 60 | | | 150 | |
| Cardboard Bailer | 1 | | | | | 200 | |
| Cart Wash | 1 | - | | | | in architects # | |
| Janitor Closet | 1 | 50 | 50 | 50 | 50 | 50 | 50 |
| Bag in Box / CO2 | 1 | 60 | 60 | 60 | 60 | | 60 |
| Receiving Area for Delivery Holding | 1 | | | | | 320 | |
| Bread Rack / Pallet Storage | 1 | 150 | 150 | | | | |
| Total NSF | | | 1,790 | 270 | 270 | 870 | 250 |

Coffee House:

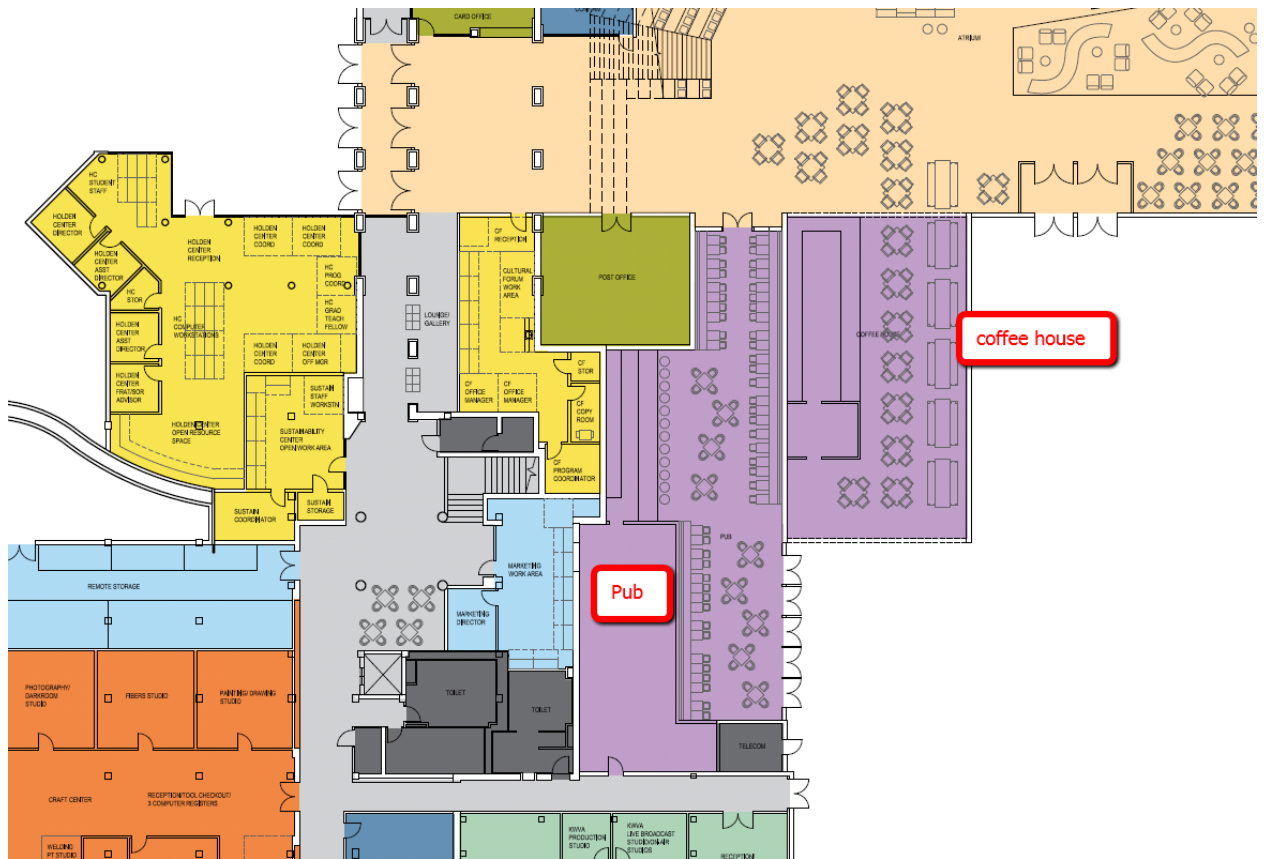
13. The coffee house location at the atrium level (440 elevation), is a key atrium activator. Seating will spill out into the atrium. It is envisioned to also have cooking capability to serve 3 meals a day, in addition to feature coffee and pastries to go. It is planned to be self operated by EMU Food Service, but should be flexibly designed to be self contained, in the event it ever becomes an outside operator.

- a. Front and back of house needs to be laid out to confirm seat count and proper equipment and support. Jean Michel to do initial layout for review.
- b. It was also envisioned for the coffee house to feature outdoor seating.
- c. Servicing will be challenged, given its distance from the loading dock. Due to space limitations on the lower level, some of the storage could potentially be reassigned and located with the central production area upstairs.
- d. Patrons could order at the counter, take a number, then food delivered to their table.
- e. images of the coffee house off the atrium are shown below:



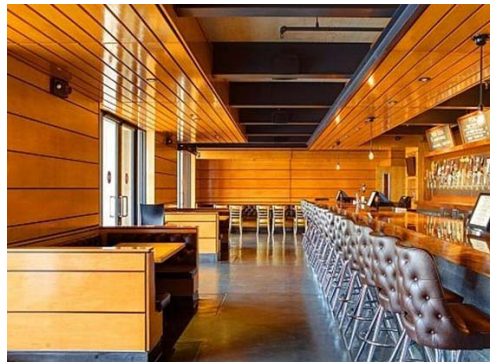
Pub:

14. The pub was reviewed, and noted that would be nice if it could also have the capability of spilling outside, and have direct exterior access. Additionally it could benefit from access from the atrium. This means eliminating the north south corridor that separates it from the exterior wall.
 - a. The pub was envisioned with food and alcohol at lunch and dinner for all patrons, then for late night, to be 21 and over service. Similar to the coffee house, it is planned to be self operated by EMU Food Service, but should be flexibly designed to be self contained, in the event it ever becomes an outside operator.
 - b. Jean Michel to do initial layout for review.
 - c. Similar to the coffee house, patrons could order at the bar, take a number, then food delivered to their table.
 - d. Pool tables/gaming was also originally envisioned here, but is not accounted for in the food service nest square foot allocation.
 - e. Ideally the hood exhaust will be combined with coffee house exhaust and the venue directly above on Level 1.
 - f. A revised layout below was developed after the meeting to show new relationship with corridor eliminated:



g. Images below were shared about possible 'look and feel' of various pubs:





Loading Dock

15. The revised loading dock was reviewed, with new screen wall hiding the activities of the dock
 - a. The new layout would realign the dock to a one way access, departing on University Avenue.
 - b. Dock to be capable of use by food service/catering trucks that currently use the north dock.
 - c. Turning radius into the dock from Onyx to confirm that it will work for tractor trailers
 - d. Trash and recycling functions need to be studied and resolved, such as:
 1. Holding areas for composting and recycling,

2. Cardboard box bailer. Is this desired by the University?
- e. Holding area for product until the appropriate manager or tenant can take the products to the venue? If yes, then can probably decrease the SF under the loading dock support functions in the attached document by 300.
 - f. Total customers served during the peak half hour will be about the same as experienced in Fall 2011, despite the removal of Convenience store customers from the mix.



Catering Needs:

16. The servery location below will serve the primary needs for catering staging and prep. Jean Michel to identify equipment/infrastructure required

- a. Additional catering support spaces will be required to serve/stage for conference rooms and concert hall at the 'north bar' addition, as well as for the conference rooms that were added, near the food service areas on Level 1.

