



The Plate Club: Fee Levy Proposal

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About Us

- ▶ SSMU's free dishware rental service
- ▶ Provide reusable plates, cups, bowls, wine glasses, serving utensils and more!
- ▶ Users: student groups, faculty groups, community groups, individuals
- ▶ Lunch service



Winter 2018 Operating Statistics

Opening Hours

- ▶ 11 weeks*
- ▶ 55 office hours
- ▶ 40 lunch hours

Event Rentals

- ▶ 71 orders
- ▶ 3714 plates rented
- ▶ 1919 cups rented
- ▶ 1555 wine glasses rented
- ▶ 2295 forks rented
- ▶ 540 mugs rented

Inventory

- ▶ 358 Large Flat Plates
- ▶ 369 Plastic tumblers
- ▶ 185 white plastic mugs
- ▶ 200 Wine glasses

Staffing

- ▶ 11 volunteers

**Due to suspension of service while moving into temporary office*

Over 10 000 items saved from being thrown out!



Challenges

- ▶ Reliability and service provision
- ▶ Slow response times to inquiries
- ▶ Lack of accountability and consistency
- ▶ High volunteer turnover
- ▶ Limited ability to meet demand for the service
- ▶ Constrained in expanding / improving



Solution: Paid Coordinator Position

- ▶ Establish an environment of stability, consistency, and accountability for our clients
- ▶ Create institutional memory from year to year
- ▶ Ensure volunteers are recognized for the work that they do
- ▶ Avoid undue burden of time and responsibility currently placed on unpaid coordinators
- ▶ Allow us to improve the quality and scope of the service



Position Breakdown

General Coordinator

- ▶ 10 hours per week
- ▶ Create a single point of contact for inquiries and reservations, and ensure timely responses
- ▶ Create and implement volunteer engagement and recruitment strategies to ensure adequate staffing at all times
- ▶ Ensure up-to-date website, social media
- ▶ Foster a more streamlined, client centered approach to operations

Project Coordinators

- ▶ Play key role in improving operations and expanding the scope of the service
- ▶ Leverage the Plate Club's existing assets
- ▶ Three Projects per semester
- ▶ Unpaid positions, but investment in time and effort recognized through honorariums
- ▶ Examples:
 - ▶ Litterless lunch and methods for sustainable food prep workshop series
 - ▶ Development of a user-facing automated online ordering platform
 - ▶ Information and awareness campaign regarding waste diversion programs available to students who live off campus and how to use them properly (i.e. municipal composting and recycling)

Funding?

- ▶ Several options explored
- ▶ **14 cent opt-outable fee charged to all SSMU members each semester**



Other uses of fee revenue

- ▶ Incremental inventory expansion
- ▶ Volunteer support
- ▶ Materials and supplies



Questions?

