

*Loyalist students dissatisfied with cost, operating hours and wait times*

## Food services get poor rating

By John Moodie

Students are dissatisfied with food services at Loyalist College, says a KPI student satisfactory survey released in April.

"The food is nothing to rave about, the prices are too high, there are no deals, and nowhere else to go, but the staff is fantastic," says Matty Alex, third-year student of television, film and new media. Students of Loyalist College are concerned about the price of food, hours services are made available and wait times.

The Key Performance Indicator survey is mandated by the Ontario government every year to gauge the performance of Ontario colleges. The survey is taken by independent company CCI Research.

The KPI survey includes 24 colleges across Ontario and college funding is determined through the results of the

survey.

According to the report, 60 per cent out of 385 people surveyed at Loyalist are dissatisfied with food services. This is an increase of 25 percentage points since last year.

This September marked a year since Aramark Canada began providing food services at Loyalist College. Chartwell held the food services contract until last year.

The KPI report says food services scored lowest of all services at Loyalist College. The KPI report has identified food services at Loyalist College as a priority for improvement.

The food services contract is managed

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*Executive Director of College Advancement Dianne Spencer*

by Audrey Mitchell of procurement services for Loyalist College. Aramark reports directly to her and she is responsible for making sure Aramark meets their contractual obligations.

Pierre Overvelde, Aramark's director of food services at Loyalist, declined to comment on the survey results.

"The college is aware that satisfaction of food services has decreased and a food service advisory committee has been set up to address these concerns," said Di-

anne Spencer, executive director of college advancement.

Fred Pollitt, director of student life at Loyalist College, is heading up the food service advisory committee.

The food advisory committee plans to meet this month to address the dissatisfaction towards food services at Loyalist College.

"The support staff strike at the beginning of the semester last year may have had a real impact on the students' responses to the KPI survey, but it is difficult to determine," said Pollitt.

Last September, support staff for colleges across Ontario went on strike. All college services had been significantly limited by the strike, food services included.

"There is no place to eat on campus on the weekend except Subway and you get sick of that after a while," says Josh Edwards, second-year architectural stu-

dent.

Spencer went on to point out that the school has made some efforts to address concerns regarding food services.

A third cashier has been added to Tim Hortons to speed up service, there are now value meals for people on budgets. Cafeteria hours have been extended from 3 p.m. to 6:30 p.m. and Subway is now open until 8 p.m.

Many of these changes were made in December, 2011, Months before the KPI report came out.

Though changes have been made, "the food is over-priced so I usually eat at home," says Brett Weldon, second-year customs and borders student at Loyalist College.

"The KPI survey is only one way of determining satisfaction...Improvement of food services is a continuous process," said Spencer. "You cannot promise that everything can be changed at a particular time."

## More effective communication needed between task force and council

*Redevelopment of Campbell Street put on hold after questions on final cost*

By Miller Reynolds

Communications between Belleville city council and the mayor's downtown task force needs to improve, says a member of the task force.

"There was a significant breakdown in communication between the task force and council," Bill Glisky said in an interview Wednesday.

Council decided to defer the downtown Campbell Street re-development project until 2013 due to confusion over the final cost, and some of the design aspects.

Questions were voiced as to why the final cost was now going to surpass the original \$750,000 budget, and if the construction plan should include changes to the library's steps.

Glisky said the confusion about this proposal might be due to the fact that the task force is a newly formed group.

"I don't think it was intentional, I just think this is a relatively new task force, it's been in existence only two years, so we're sort of learning as we go along, how much to present and when to present it."

The mayor's task force on downtown Belleville was put together two years ago in order to re-develop the downtown core. The task force proposed a major overhaul of Campbell Street, including a change to the steps of the library, that would make the

building more accessible to the proposed new streetscape.

The council and the task force are divided on whether to include the changes to the steps of the library.

"I don't think anybody right now can say with 100 per cent certainty, this is the way it's going to go, or even that this is the best way to go," Glisky said.

Coun. Pat Culhane said in an interview after the council meeting the uncertainty is due to a lack of detail.

"I don't fault any of the councillors for asking questions," she said. "I need more detail, I need to see a better picture than what was given to me, we all do, before we can say let's tear the steps off a \$12 million building."

With questions still unanswered, the deferral was a necessary decision, said Culhane.

"We need to put it off, we need to be reasonable, downtown has been flagging behind for 30 years, we can't fix it in 30 days."

Despite the setback, Culhane said she wants to see the project move forward.

"I want to see downtown come back to life, it won't be the same as it was before, but it can be vital and busy again," she said.

Coun. Jackie Denyes supports the projects, but said communications is still the root of the problem.

"The task force may know what's going on, but they need to communicate that a little more clearly to council when it gets to this stage, because we're the ultimate decision makers regarding these projects," she said. "We need to know what's going on."



Members of the mayor's task force, Jim O'Brien (left) and Bill Glisky take part in Tuesday's city council discussion about the Campbell Street re-development project.

Photo by Miller Reynolds

## Driving force behind Bay of Quinte cleanup honoured with 'Back to the Bay' award

*Manfred Koechlin became driving force of getting started Bay of Quinte Remedial Action Plan*

By Shelby Wye

Manfred Koechlin has been a driving force behind cleaning up the Bay of Quinte.

"I started sailing on the Bay of Quinte in 1967. I noticed the poor water quality and the fact that the Bay of Quinte was not what you would call a healthy body

of water," said Koechlin.

Koechlin accepted the 'Back to the Bay' award Wednesday night from the Bay of Quinte Remedial Action Plan at the group's State of the Bay at Meyer's Pier in Belleville. He was the third recipient of the award.

He first learned how serious the problem was in 1985 when the International Joint Commission (IJC) identified the Bay of Quinte as one of 42 badly polluted bodies of water in the Great Lakes.

"I went to the meetings and was horrified to learn about this," said Koechlin. "I decided to contact a number of people to say okay, as a community, let us participate in the protest, at that time, of identifying the problems and in such, participate in rehabilitating the bay of Quinte."

**'For the remedial plan, Manfred Koechlin is the quintessential volunteer that made things happen.'**

*Founding member Sarah Midlane-Jones*

BQRAP was formed after this realization, and the group recognized 14 major environmental challenges. They vary from degradation of fish and wildlife populations to beach closures. The group has managed to

make significant improvements in every single one of these environmental challenges.

Sarah Midlane-Jones has also been part of BQRAP since it began. She has seen Manfred in action, and felt he was well worthy of the award, which goes to a member who has gone above and beyond with their participation in the group.

"For the remedial plan, Manfred Koechlin is the quintessential volunteer that made things happen. He certainly has dedicated a lot of his personal time over the years to drive the (plan) forward," said Midlane-Jones.

"I am quite pleasantly surprised," said Koechlin. "The protest has made enormous difference, and the Bay of Quinte is a lot healthier. But, there's a lot of

things that still need to be done."

Over the past 20 years, the group has rehabilitated the bay from being in stage one, where the problems are identified, to nearing the brink of stage three. Stage three is the final stage, where the bay's quality just needs to be maintained.

Getting to stage three also requires the group to inform the public of the bay's improvements.

Midlane-Jones is the communications coordinator of the group, and helped host the event.

"Part of D-listing, getting off the area of concern list, is public consultation. Public input is hugely important," she said. "So we wanted everyone to come down here tonight to ask their questions, their concerns. We'd love to hear what they have to say."