



## Eliminating the Cafeteria

**Designing the meal delivery systems in order to serve meals in the housing units instead of the cafeteria**

### Facility Stats

- State facility
- 2400 inmates
- 10 housing units
- Level 4/5 security

### Situation:

Due to recurring security instances as well as COVID-19 concerns, a strategic decision has been made to eliminate all cafeteria feeding in the institution. A meal delivery system must be implemented to serve each meal to all 10 housing units. Two of those housing units (lock down units) are already getting delivered meals.

Based on the process and time it takes to deliver lock down meals, it is assumed that the meal can be served hot enough using ambient carts. However, adding 8 additional units to the delivery plan might stretch this out and heated carts might become necessary. The system needs to have the ability to switch to heated carts later without needing to purchase all new carts.

### CART REQUIREMENTS

- Ambient with ability to change to heated
- Simple to operate
- Hinder weapons making, contraband hiding
- Fit all the meals for one housing unit in 1 or 2 carts
- Corrections grade durability and safety
- Outdoor weatherability
- Rough terrain casters
- Urgent timeline

*"I'm extremely grateful to have partnered with your company and have encouraged other institutions to visit and see the system we have in place first-hand. It's working seamlessly for us.*

*Delivering trays to our housing units and discontinuing our dining halls is going to be the new normal across the state. We are always on the cutting edge at my facility and I'm extremely pleased to have partnered with JonesZylon."*

*- Facility Food Service Director*

## The Design Process:

### 1. PICK THE TRAY.

- Do you serve 'all hot' and 'all cold' meals or meals with both hot and cold items?
- Do your current meal trays perform as needed? What would you like improved?
- How many compartments in a tray would be appropriate with your menu?
- How many ounces does each compartment need to be for your menu?

### 2. CHOOSE TYPE OF CART.

- What are the food temperature concerns? Estimated delivery times? (heated, refrigerated, ambient)?
- Do you use separate trays for hot items and cold items or all in one tray?
- Do you need the trays on slides or shelves, or can they be stacked?
- How are beverages delivered?

### 3. CALCULATE CART SIZE REQUIREMENT.

- How wide are door openings and potential pinch-points? Elevators? Tunnels? Catwalks?
- How many inmates are in each housing unit that need to be served at one time?
- How many of the trays that you have chosen need to fit in each cart?
- How abusive is this environment? Do I need heavy-duty construction?

### 4. PLAN DELIVERY SYSTEM.

- How many carts will need to go to each housing unit at one time?
- How many housing units are there and how many carts will be utilized simultaneously?
- Should you change tray type to fit more trays per cart?
- What options do you need on each cart such as brakes, towing equipment, heated upgrade option, etc ... ?

## Final Results:

This facility received 18 large ambient carts (JZA-192) within 3 weeks. All carts have the ability to be converted to heated in the future with a simple snap-in heat box. The SmartTray fit the cart particularly well for a high tray capacity so that no more than 2 carts were needed for each unit. As the carts are plug in ready, the facility unboxed the carts and placed them into service with no issues. Each cart came with a full compliment of free trays. The additional purchases required were a duplicate set of trays (so one set can be washed while the other is in service) and drying racks.

**- Mission Accomplished**

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