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# Resident Student Dining Committee

## Minutes of Meeting

Date: Wednesday, November 8, 11:00am  
Location: DH2085  
Attendees: UTM           Andrea D., Vicky J., Angela D., B. Spilchuk  
              Students       Jessica L., Tiana G., Brynn S., Sami C., Cindy K., Tienne J.  
              Guest         Ashlee C., Linda B.

### 1. Business Arising

#### A. Student Mystery Shop Audits

- Andrea D. reviewed the 3 completed Student Mystery Shop Audits with the General Manager (Ashlee C.) and Residence Manager (Linda B.) from Chartwells in attendance for direct feedback
  - The North Side Bistro audits highlighted challenges of some of the stations not being fully ready and stocked (e.g. bad tomatoes, soup, pizza) for the start of lunch
    - The Students commented that, overall, the North Side Bistro provides the best food but is expensive
    - Ashlee C. reviewed the recent changes that took place at the Salad Station and the Pizza Station (adding more customizable options), and cautioned that the extra customization may make service times a bit longer
    - Ashlee C. suggested adding a Value Meal options to the menu to combat the stigma of the prices being too high
    - Vicky J. also suggested offering a bundle of 4 pizza toppings for a certain price so that customers have a better understanding of what they will be paying
    - ***ACTION: Chartwells will be adding the suggested changes to the North Side Bistro***
    - One North Side Bistro audit referenced the lack of vegan cheese available although it is offered as an option at the Pizza Station
    - ***ACTION: Ashlee will follow-up with the Culinary Director to ensure that vegan cheese is available at all times***

- Beth S. suggested that vegan-friendly options across campus are not readily available but should be made more available at Colman Commons to accommodate dietary restrictions
- The Colman Commons audit referenced no sandwiches available at the Tea Bar at lunch, and the student was told that it would be 1.5 hours before a sandwich would be ready
  - Ashlee C. asked for more details regarding the incident so that she could follow-up directly with the staff
  - The audit also referenced issues with incorrect soup labels
  - The Student who performed the audit like the value of the soup, salad, and garlic bread combo
- The Students raised other issues to Chartwells
  - One Student referenced cross-contamination with ladling at the Pasta Station
  - Vicky J. encouraged the students to immediately report these issues to a Manager for immediate resolution
- Ashlee C. reviewed some of the spontaneous initiatives (e.g. pop-up restaurants, students voting on daily specials) promoted through social media that have occurred and will continue to occur over the school year as monotony breakers
- Beth S. commented on how great the cashier at Colman Commons were
- Andrea D. thanked Ashlee and Linda for all of their efforts in providing special accommodations for meal plan students who have identified their dietary restrictions

#### B. Nutrition App Feedback

- The Students provided feedback from other residence students regarding the Nutritional App (meal plan balance tracking and nutritional information) proposed by Stephen A. at the last meeting
  - Students with dietary restrictions were most excited about the app, stating it would make it easier to find food selections on campus
  - Feedback was provided mostly from students who were watching what they ate
  - Most students stated that they would probably download the app, but would likely not use it (30% would likely use the app)
  - The Students would support Stephen A. if he wanted to distribute something to collect more data and statistics
- Vicky J. stated that Chartwells will be implementing iPad nutritional info stations in January for Colman Commons and the TFC that will provide students who have dietary restrictions with the nutritional information for most items
- Andrea D. reviewed the fact that the meal plan balance tracking aspect of the proposed app would not be financially feasible due to the programming and integration expense with the commerce management system along with the privacy aspects of dealing with student information

- Andrea D. also reiterated that there are apps in the marketplace that already allow for meal plan balance tracking, but the required investment to operationally support the app and the user fees associated with such an app were not justifiable to UTM
- Andrea D. reminded the students that the use of Hangry – an app that can perform similar functions to Stephen’s proposed app, was discussed at Resident Student Dining Committee Meetings in previous years, with consensus at the time to not pursue this option
- ***ACTION: Andrea D. will bring the feedback back to Stephen A.***

#### C. Commerce Management System Update

- Andrea D. stated that the Commerce Management System contract negotiations were taking longer than originally thought (estimated 1-2 weeks away for completing)
- Andrea D. did mention that the UofT appeared to be close on the finalized policies and procedures around the storage and use of student photos through the TCard Office
  - Andrea D. pointed out that the new Commerce Management System will have the ability to display these stored photos at the POS to coincide with the tap feature so that the cashiers can match the cardholder with the card-user to improve security and minimize fraud
  - The photo storage implementation should align with the launch of the new Commerce Management System in May 2018
- Andrea D. also expanded on the issues with the current system with regards to the treatment of Basic and Flex transactions at the POS
  - Currently, the onus is on the cashier to separate the Basic items from the Flex items prior to processing the transactions, which can result in cashier errors and unnecessary charging of Basic items to Flex accounts
  - The new system will take any decision-making in this regard out of the hands of the cashier, improving transactions accuracy and speed of service
- Andrea D. also explained that the new system will allow UTM to better expand the number of retail services that can be paid for from funds attached to the TCard

#### D. Meal Plan Rates Discussion

- Andrea D. explained that the final draft of the budget has been submitted, included in which are the proposed Student Meal Plan rates for 2018-19
  - Andrea D. talked about how food prices always go up every year, with next year being no exception
    - Food prices are looking to increase lower than they historical rates
    - Factoring in the minimum wage increase, food prices will likely rise significantly next year
    - Some branded food outlets have already raised their prices before the minimum wage hike kicks in, with other raising prices on January 1 (5-11% price increases)

- Andrea D. reiterated that UTM has to abide by brand pricing and will always charge street prices at branded outlets
- Wage increases will not only affect the food service staff, but will also increase labour costs along the supply chain
- Vicky J. explained that, last year, meal plan rates included around a 3% increase, but UTM was able to work with Chartwells to keep non-branded food price increases to 2.2%
- Andrea D. confirmed that UTM will work with Chartwells to keep price increases in check once again, using creative solutions, like self-serve checkout kiosks, that can be implemented once the new commerce management system is in place
- Andrea D. reminded the Students that meal plan rates and prices need to increase in balance because, as a declining balance meal plan, UTM's plans represent purchasing power, and the goal is to keep the purchasing power the same from year-to-year
- Vicky J. also reminded the Students that meal plans must meet CRA guidelines to maintain their tax exempt status
- Andrea D. presented the proposed meal plan rates as having a 3.97% increase
  - Andrea D. also showed how UTM food prices and meal plan rates compared to other universities have traditionally been below average and will remain that way for 2018-19
  - Andrea D. confirmed that, although the UTM's food prices meal plan rates remain amongst the lowest compared to other universities, the food services ancillary has always been able to fund all of the capital investment required to support the rapid growth of the campus
- Andrea D. asked if the Resident Student Dining Committee would endorse the proposed 2018-19 Student Meal Plan Rates
  - The Students unanimously said that they would endorse the proposed rates
  - Andrea D. confirmed that this endorsement will be brought forward to the Food Service Advisory Committee when the budget is presented for review

## 2. New Business

### A. Future Capital Investments

- Andrea D. provided an overview of the major capital investments that Food Services will be undertaking over the next few years
  - The North 2 food service outlet will be a Fair Trade coffee and tea outlet with will also be used as event support for the massive event space in North 2
    - Andrea D. pointed out that the North Side Bistro was currently underutilized and could support the extra population from the North 2

- Andrea D. also informed the Committee that part of the long-term plan for the North Side Bistro was to accommodate for expansion if required after North 2 opened
  - The North 2 building will open in 2018
- The Davis Building Food Court is part of the Davis Building reconstruction project
  - Outlets currently slated for the Food Court are: Pizza Pizza, a burger brand, Thai Express, a Shawarma/Rotisserie station, the Gluten-Free outlet, an International Station with flexible and rotating menus, a Mongolian grill station, a salad/dessert/hot beverage station, several grab and go stations, and an area for future growth
  - Demolition on the old registrar's office space has already started with construction in the Meeting Place starting in the new year
  - Subway will temporarily move to the TFC beside Pizza Pizza in the new year
  - The vending machines, convenience copier, and the ATM will move to separate spaces as well to accommodate construction
  - Andrea D. stated that the original burger brand concept was a gourmet burger brand, but the price points were too high to justify including in the Food Court
    - i. The Students suggested Harveys or A&W as the burger brand
    - ii. Vicky J. responded that A&W would not be an option because they were not willing to operate in a non-traditional space like the Food Court
    - iii. The Students liked the suggestion of Harveys due to the vegetarian option
    - iv. Andrea D. also felt that Harveys would offer students another breakfast option along with Tim Hortons
  - Andrea D. confirmed that the TFC will remain open up until the opening of the Food Court
    - i. Vicky J. added that the December exams will be the last time the TFC will be used for exams until the Food Court opens
  - Andrea D. also mentioned that Quesada and Booster Juice will not be part of the Food Court but will be standalone concepts elsewhere
- Starbucks is overdue for a renovation, with the likely timeline for its completion in 2019
- A permanent location for Subway must also be determined when the new Food Court opens (and the TFC closes) in 2019

## B. Fair Trade Update

- Andrea D. acknowledged that UTM was a Fair-Trade designated campus and had just recently submitted its application for the Basic Level designation
  - Andrea D. briefly reviewed the requirements for Basic Level Fair Trade Campus designation and how UTM was meeting the required objectives

- Andrea D. also pointed out that Fair Trade Canada recently released 2 more levels of designation, and UTM was well on its way to meet all of the requirements to achieve Silver designation in 2018
- Andrea D. explained that Fire Roasted Coffee – Fair Trade coffee offered at Colman Commons – has the ability to source beans directly from coffee coops served by the coffee plantations visited by the IEC student trip to Guatemala
  - A future Fair Trade event featuring Fire Roasted Coffee from this region will occur to raise money in support of the IEC Fair Trade program
- Andrea D. also mentioned that a tentative date of November 29 has been established for a Fair Trade Retail Truck (TresBello) to visit UTM, with part of the proceeds from sales going to support Fair Trade initiatives
- Andrea D. also committed to doing more Fair Trade-specific events outside of just Fair Trade Campus week

**NEXT MEETING:**    January 2018