



UNIVERSITY OF
TORONTO
MISSISSAUGA

Food Services Advisory Committee Meeting
Meeting Notes

Date: Wednesday, October 5, 2022 – 1:30pm
Location: DV3129
Attendees: UTM Andrea D., Vicky J., Lee B., Megan E., Mark O.
UTMSU Maëlis B., Reagan R.
Regrets Andrea C., Monika H., José J., Thanh P., Jaiditya D.

1. ADMINISTRATION & UPDATES

A. Review of Purpose, Scope, Duties, and Responsibilities

- Andrea D. provided a review of the composition and context of the Food Service Advisory Committee

2. BUSINESS ARISING

A. Updates on Food Service Initiatives

- Andrea D. provided an update on past and current food service initiatives
 - Maegan Pre-Ordering Website
 - Andrea D. confirmed that Maegan was in operation again this year but was not be well-utilized, likely due to the fact that all food service operations were open for in-person
 - UTMSU suggested that better communication about the service be provided to students to increase use
 - Andrea D. agreed to increase communication to meal plan students who were the primary target group for Maegan
 - Andrea D. also acknowledged that the service had some flaws and would be addressed in the upcoming RFP for a new Commerce Management System
 - Sally
 - Andrea D. stated that the Sally program was ended on August 31, 2022 because Chowbotics, the Sally's parent company, was purchased by DoorDash, who decided to shut the program down
 - UTMSU asked what was being considered to replace Sally
 - Andrea D. mentioned that the risk assessment process to connect a new service to the UTM network is cumbersome, so any replacement solution must be well-established and have fully formed data security policies and protocols, which means that H&AS must due their due diligence to consider alternatives to Sally

- Daily Blends
 - Andrea D. informed the Committee that Daily Blends in OPH and the Davis Building have been performing well
- OZZI
 - Andrea D. informed the Committee that, in September, almost 2000 containers were returned to the OZZI machine after usage, with about 90% of the returns occurring in OPH
- Oscar
 - Andrea D. stated that Oscar, the waste-sorting robot, that was located in the Meeting Place is still awaiting risk assessment clearance from IT, with the hopes that, once clearance is provided, the Davis Building location along with future locations in the IB and Deerfield, would be up and running
 - Andrea D. reminded the Committee that Oscar's purpose is to provide waste diversion education to the Community with the hopes that Community members can apply this waste diversion knowledge in other locations that do not include Oscar devices
- Freight Farm
 - Andrea D. confirmed that the Freight Farm, located between the Library and the Greenhouse, is up and running, with the maximum annual yield estimated to be equivalent that provided by 2 acres of farmland
 - Andrea D. also confirmed that the Vertical Farm in Colman Commons will be decommissioned by December
 - Vicky J. stated that the Vertical Farm hardware would be donated, and, if the UTMSU was interested, they could reach out to H&AS
- Aramark
 - Andrea D. reminded the Committee that Aramark entered their first year of full operations at UTM
 - Andrea D. also stated that Aramark has been experiencing labour shortages just like most industries, and is trying their best to provide the level of service UTM requires with the hope to resolve their labour shortages as soon as possible
- Self Checkout
 - Andrea D. introduced Self-Checkout that was launched in the Food Court in September
 - The Committee members who used it said that it was simple and made the checkout process faster
 - Andrea D. confirmed that Self-Checkout only accepted Debit/Credit and could not accept TCard transactions at this time due to the complexity of the tax programming; a problem that will hopefully be addressed with a new Commerce Management System contract
- Plant-Based Food Outlet
 - Andrea D. confirmed that the opening of the Plant-Based Food Outlet has been delayed for at least another year because H&AS needed

more desk space for their growing department and continue to use the space as a customer service desk

B. Future Food Service Initiatives

- Andrea D. also provided an update on future food service initiatives, with more specific information to be provide when the budget is presented at the next meeting
 - PizzaForno
 - Andrea D. stated that PizzaForno – a pizza vending machine that has locations at other post-secondary institutions in Canada – is being considered as an option for the townhouses as well as for the new Residence planned for 2026
 - Vicky J. added that the challenge with PizzaForno is that they only hold about 32 pizzas and tend to sell out quickly
 - New Vending RFP 2023
 - Andrea D. informed the Committee that UTM’s current contract with its snack and beverage provider is expiring next year, so an RFP is planned for the new year
 - Andrea D. added that UTM will once again ask that pricing be top priority for the new contract, and reminded the Committee that UTM asked its current vendor to reduce its commission to UTM in order to keep vending prices low
 - Andrea D. confirmed that UTM’s current vending provider, Naccarato, was also the exclusive snack and beverage provider at the other UofT campuses and, even though UTM requested a lower commission for lower prices, UTM was earning higher amounts of commission than the other campuses due to increased revenue as a result of these lower prices
 - Spigel Kitchen Renovation 2024
 - Andrea D. stated that Spigel Kitchen – UTM’s main commissary kitchen that supports catering and food preparation for non-branded food outlets on campus – will be taken place over the next 2 years, with an end date of 2024
 - Andrea D. added that the investment in this renovation will be significant for H&AS, with more details to be provided when the budget is presented at the next meeting
 - Vicky J. confirmed that Spigel Kitchen has not been significantly renovated since it opened 40 or 50 years ago
 - Commerce Management System RFP 2024
 - Andrea D. mentioned that UTM’s contract with its Commerce Management System provider (ITC) will be expiring in 2024
 - Andrea D. added that significant changes need to be done to move the System to the cloud and to address some of the current challenges, such as tax exemption programming, that exist
 - Robotic delivery or 24/7 store for F2

- Andrea D. stated that food service space will be made available in the F2 Building, proposed for opening in 2026 and, in that space, H&AS will be including either robotic delivery or a 24/7 autonomous store
- Vicky J. added that the building will include a robotics program so adding a technologically innovative service in the food service space would match well with the academic focus of that building

3. NEW BUSINESS

A. Budget Considerations

- Andrea D. summarized the considerations for the Hospitality Budget to be presented at the next Committee Meeting
 - 3% price increase was approved for 2022-23, but budget approval process took place prior to the Omicron variant and the Ukraine war having impacts on the supply chain, causing higher than expected inflation
 - Food inflation for 2023 between 5-10%
 - Significant capital investments – Spigel Kitchen renovation, new Commerce Management System contract, brand refreshes
 - Flat enrolment increases projected for the next 5 years
- UTMSU asked that more budget information be provided prior to the Committee budget presentation so that they would have more time to consider the budget proposal
- Andrea D. stated that the budget draft is still being developed, so any information provided at this time could change by the time of the budget presentation
- The Committee suggested that information presented at last year's budget presentation be provided so that UTMSU will have a better idea what to expect during the presentation
- Andrea D. agreed to provide this information along with the Meeting Notes for this meeting prior the budget presentation meeting

NEXT MEETING: End of October/Early November