



Food Service Advisory Committee

Minutes of Meeting

Date: Wednesday, May 25, 2016, 1:00pm
Room: Davis Building, Room 3214
Attendees: V. Jezierski, P. Donoghue, L. Bailey, L. Barber, S. Coccagna, A. De Lorenzis, A. De Vito, N. Alideeb, B. Spilchuk, S. Weiditch

1. **BUSINESS ARISING**

Off-Campus Partnership with Pita Pit

- A. De Vito identified Pita Pit in Woodchester Mall as a new off-campus partner where UTM meal plans can be accepted for delivery and in-store purchases
 - The soft launch with Pita Pit will be for the ACE Program starting in July, with a full rollout in September for the new school year
 - The UTM is looking to have Pita Pit involved in some of the Residence Don training events and for Orientation Week as well
- V. Jezierski mentioned that the UTM would also be pursuing Swiss Chalet as an off-campus partner for delivery only

Fair Trade Campus Designation Application

- A. De Vito confirmed that the UTM's application for Fair Trade Campus Designation was submitted on March 24
 - Fair Trade Canada has confirmed that they will be responding to the application soon
 - A. De Vito stated that, outside of the requirements for the Fair Trade Campus designation, the UTM would also be looking at making one spice or baking supply exclusively Fair Trade certified for use at all campus locations, supplying Fair Trade bananas in all campus outlets whenever possible, celebrating the Fair Trade Campus designation (if successful) in September, and planning for a Fair Trade coffee outlet in North 2
 - V. Jezierski reiterated that Fair Trade Campus Designation involves all parties serving food and beverages on campus, including the UTMSU operations, and on-going compliance is important to maintain the Designation

Davis Building Food Court – Phase 1

- A. De Vito mentioned that the Food Court will be part of Phase 1 of the Davis Building reconstruction project, and demolition of the old Registrar’s Office space (currently vacant) to kick off the project will commence in May of 2017
 - The Food Court will take about 1 year to complete after the planning and approval phases
 - Tim Hortons will be the only part of the existing Meeting Place that will remain untouched
 - A conceptual plan has been developed for the space – A. De Vito reviewed the conceptual plan with the Committee
 - The concepts planned for the Food Court were selected based on feedback from community surveys from 2011 (Residence Survey), 2012 (Community Survey), and 2014 (Kaizen Community Survey as part of Food Service RFP development)
 - The Food Court will likely include 6 concepts (Asian, Pizza, Coffee+Late Night, Gourmet Burger, Indian, and a Feature Station) plus Grab and Go
 - Subway and Booster Juice are slated to be located in a separate location from the Food Court
 - As a result, Subway will have to be temporarily relocated from its existing location in the Meeting Place to accommodate Phase 1
 - Booster Juice may be relocated as well if there is a suitable space
 - The concepts for the new food court are not set in stone, but were used to determine space requirements and to add in the overall design of the space
 - The conceptual design includes seating for 1000+, a mezzanine overlooking the Meeting Place including some of the additional seating, and a revitalizing of the outdoor space outside of the Meeting Place
 - The next steps are the RFP for the designers and contractors to determine a cost estimate and formal space approvals
 - Paul D. will confirm with the Committee when the RFP has been developed

2. NEW BUSINESS

“Tap” Technology – Test with TCards

- A. De Vito introduced the test that H&RS will be conducting over the summer
 - H&RS will work with I&ITS to purchase cards that contain an antenna to support tap and to use the cards to produce TCards
 - The new TCards will maintain all existing TCard technology (mag stripe, bar code, chip, etc.) so that all existing services attached to the TCard will remain unaffected
 - Meal Plan funds can be accessed using existing magnetic stripe and tap technology

- H&RS will launch the test program in July with the ACE Program group with full rollout for all Meal Plan holders scheduled for September
 - New meal plan holders will get the new TCard, while existing meal plan holders can opt in and receive the new TCard
- Tap hardware will be installed in high traffic food service locations for the test, with vending machine card readers already containing the technology
- The objectives of the test are:
 - To improve speed of service
 - To take advantage of the availability of Tap Technology with current systems to gain insight as H&RS moves to replace its existing Commerce Management System
- The UTM will present information about the test program to the TCard Management Board on June 29, 2016

Mystery Shop Program for Students

- A. De Vito explained that the Student Mystery Shop program will use UTM students to complement the third party audits that the UTM currently uses
 - Program was tested in March/April 2016
 - The program will launch in the Fall of 2016 focussing on the TFC, Colman Commons, and the North Side Bistro with the goal of including all other food service locations, including the Blind Duck, within one year
 - The mystery shop will cover cleanliness, merchandising/stock levels/preparedness, signage/menu boards, customer service from server (speed, friendliness, attentiveness, food safety), customer service from cashier (speed, friendliness, attentiveness, accuracy), and food quality, and will include a section for notes
 - The mystery shop will also include a focus on dietary restrictions, Fair Trade products, and the use of local ingredients through signage, food labeling, and staff knowledge
 - The test mystery shop at Colman Commons was generally positive:
 - Positives – dietary restrictions handled well by staff, customer service was good
 - Negatives – signage and labeling were inconsistent with regards to dietary restrictions, some of the stations were not fully prepared

Commerce Management/Meal Plan Transaction System RFP

- A. De Vito noted that the UTM's current contract with Blackboard expires in 2018
 - Blackboard was the original system when the meal plan was first launched in 2007
 - The UTM has unresolvable issues with Blackboard's treatment of certain meal plan functions
 - Blackboard had the opportunity to fix the problems in 2011 with substantial upgrade and, then again, several times afterwards, but have yet to find a solution

- H&RS has met with other universities and attended the NACCU conference to do some preliminary research on the systems and potential solutions that are available
 - H&RS will also be attending the CCCC and will be speaking with other commerce management system companies to determine if they will be able to address the current issues as part of the RFP development process
- The goal is to develop the RFP as soon as possible in planning for its launch in early 2017
 - The expectation is that the transition will take about 1 year
- A. De Vito explained that, given Blackboard's inability to solve some critical issues when handling meal plan transactions, the likelihood of the UTM going with another service provider is high
- A. De Vito also confirmed that maintaining other services currently attached to Blackboard (e.g. Print/Copy) would also be included in the RFP
 - However, the UTM will no longer oversee the Blackboard server for the St. George campus

3. OTHER BUSINESS

- L. Bailey asked if the UTM has ever considered an express "coffee only" line at Tim Hortons in the Meeting place
- V. Jezierski explained that the UTM would not consider establishing a "coffee only" line because, in her experience having implemented express lines in other locations before, it is only a matter of time before people start entering these lines with multiple coffee orders, causing long wait times, which defeats the purpose of establishing the line in the first place
- As a possible alternative solution, V. Jezierski mentioned that H&RS has met with Tapingo, a company that has developed a payment app that allows customers to pre-order items and pick their orders up when they are ready
 - As compared to Hangry, which was discussed at the November 23, 2015 Resident Student Dining Committee meeting and brought forward to the November 30, 2015 Food Service Advisory Committee meeting, Tapingo had a lower user fee, provided more potential benefits to the customer, and had a lower capital investment on the part of the UTM
 - V. Jezierski expressed concern about any solution that resulted in an end-user cost, even if it was a small amount, but agreed to look more into the possibility of implementing Tapingo at the UTM