



Food Service Advisory Committee

Minutes of Meeting

Date: Wednesday, November 15, 2017
Room: Davis Building, Room 3214
Attendees: V. Jezierski, L. Bailey, A. De Lorenzis, A. De Vito, S. Fakhry, S. Senese, J. Latocha, T. Guido
Regrets: L. Barber, B. Spilchuk, S. Coccagna

1. BUSINESS ARISING

Davis Building Food Court Update

- A. De Vito updated the Committee on the progress of the Davis Building Food Court construction
 - The first demolition phase (the old Registrar's Office) has begun
 - Subway, vending machines, the change machine, the ATM, and the convenience copier will move temporarily to accommodate the next demolition phase
 - Subway will move to beside Pizza Pizza in the TFC
 - The vending machines with card readers, the change machine, the ATM, and the convenience copier will move to an alcove across from the main floor lecture halls
 - 2 vending machines will move inside the entrance to the TFC beside the microwave
 - 1 vending machine will move beside the existing vending machine by the TFC cashier area
 - All these moves will be implemented before the start of the winter semester
 - The hot beverage machine will be temporarily removed due to the cost of providing a water line to support the machine for a short period of time
 - S. Fakhry asked if there is any way that the hot beverage machine could be reconnected
 - A. De Vito stated that the removal of the hot beverage machine will only be temporary, and UTM will look to find another place that makes sense and that can get easy access to water to support the machine in the short term

- December will be the last time that the TFC will be used for exams
- The TFC will remain open until the new Food Court is open to ensure continuity of food service
- Expected completion of the Food Court will be 2019
- Quesada and Booster Juice will be located outside of the Food Court as standalone outlets
- Subway will need a permanent location once the Food Court is open
 - This location has yet to be determined
- The burger concept for the Food Court has been confirmed as Harvey's
 - Harvey's was preferred due to lower price points than gourmet burger places, because it was Canadian, and because it offers breakfast and vegetarian options
- V. Jezierski mentioned that none of the proposed brands have expressed any issues in being included in the new Food Court
- A. De Vito explained that one of the goals of the Food Court was to maintain a mix of branded and non-branded concepts so that students can have familiar menus from the brands in combination with flexible menus that will allow UTM to offer diverse food options and to better address dietary restrictions
- Regarding the inclusion of a non-branded Shawarma concept in the Food Court, S. Fakhry asked if UTM considered Paramount
 - V. Jezierski replied that Paramount was looked at previously, with the Paramount food truck invited to campus on 2 occasions to test its popularity, but, during both instances, food safety issues arose
 - V. Jezierski also referenced the fact that some Paramount outlets in Toronto also had experienced several food safety concerns
- L. Bailey asked if Spigel kitchen will continue to operate during the construction
 - A. De Vito confirmed that Spigel kitchen provides commissary support for the TFC, catering, grab and go, and other food outlets on campus, so it must and will continue to operate
- A. De Vito confirmed that the plans for the food court will be 100% complete by January

Commerce Management System Update

- A. De Vito updated the Committee on the progress of the RFP and the decision to proceed with a new commerce management system
 - The current contract with Blackboard expires in April, and UTM is close to closing a new deal, but nothing was finalized
 - A. De Vito reviewed some of the new features that will be part of the new commerce management system
 - Self-serve kiosks will be an option, although will likely not be implemented by the time the new system is in place
 - UTM will devise a plan on how to best roll out self-serve kiosks
 - L. Bailey ask what the self-serve kiosks would do

- A. De Vito replied that self-serve kiosks will allow for pre-ordering to help with speed of service and reduce labour costs
 - V. Jezierski added that the kiosks could also act as self-checkouts for items with barcodes
 - A. De Vito reminded the Committee that the UTM Community still appears to want to use cash as a payment option across campus
- Tax-exempt meal plan purchases will now be addressed entirely by the system as opposed to putting the decision of determining what items will be charged to the tax-exempt meal plan account in the hands of the cashiers
 - A. De. Vito explained that this feature will increase the speed of service and reduce cashier errors
- Tim Hortons production screen will populate with orders as they are rung in versus when the transaction is completed
 - A. De Vito explained that, with this change, Tim Hortons would operate similar to how off-campus Tim Hortons operate, speeding up service times
- UTM will have a better ability to leverage TCard technology and attach accounts to access more retail services on campus using the TCard
 - S. Fakhry asked if this would include the TCard being accepted at the Bookstore
 - A. De Vito replied that payment for additional services, like the Bookstore, could be accessed from funds on the TCard, but, in order to do so, the new commerce management system would have to be in place first before discussions on how to integrate the system with other service providers, like the Bookstore, Residence, the RAWC, etc., could take place
- With tap technology being used to access meal plan funds, the new system can pull up cardholders' photos at the POS's to ensure that the person using the card is in fact the same person whose card is being used
 - A. De Vito cautioned that, although the new system will have this ability, the UofT's TCard production software is discontinued and its database is no longer accessible by current technology like that which will be used by the new commerce management system so, until the central TCard Office updates their software, photo capture technology will not work
 - S. Fakhry asked if a student whose card is being used by someone else will get reimbursed for the charges on the card

- A. De Vito explained that the onus is on the cardholder to report their card stolen or missing (similar to debit/credit cards)
- Meal plans can be deactivated by going online and suspending their use
- Once the meal plan is deactivated, then any charges from that point on will be investigated

2. **BUSINESS ARISING**

Budget Review

- A. De Vito stated that, starting in 2018-19, the Food Service ancillary and Conference ancillary budgets will merge under the Hospitality & Retail Services ancillary
 - A. De Vito explained that this budget merger will provide for a more efficient administration and sharing of resources
 - L. Bailey asked about the services that Conference Services office provides outside of conferences
 - A. De Vito mentioned that the role of the Conference Services Office is to use UTM assets when they are not in use for academic, student, or other internal uses
 - Event planning and other non-conference services fall under the operating budget, which is a separate model than the ancillary budget, so these budgets would never be merged
- A. De Vito also explained that, once the Food Court is built, operating results will be break-even, with any surpluses reinvested in maintaining Hospitality & Retail Services programs
- A. De Vito reminded the Committee of the significant growth that campus has experienced over the past several years, which has served to benefit Food Services by allowing the ancillary to fund its own growth while keeping prices and meal plan rates low compared to other Canadian universities
- A. De Vito reviewed the 2017-18 forecast and 2018-19 budget with the Committee
 - In 2017-18, revenue will be higher than expected primarily due to higher than expected number of students selecting larger meal plans
 - The ratio of Group A to Group B meal plans is 80:20, with a significant number of non-resident students also selecting a resident meal plan
 - Expenses will be lower than expected primarily due to deferred hiring of staff because of lack of space and longer than expected hiring process
 - Consequently, the ancillary will experience a higher than expected operating surplus
 - In 2018-19, revenue is budgeted to increase due to the opening of North 2 food service and event space as well as expected price increases
 - Cost of sales will increase higher than normal due to the affect of the increasing minimum wage for 2018

- Expenses are budgeted to increase due to costs associated with the implementation of the new commerce management system and the realization of the deferred hiring of staff
- A. De Vito reviewed the almost \$3.5M in capital investments (including \$2M for the Davis Building Food Court) planned over the next 5 years
 - A. De Vito confirmed that, at the end of 2017-18, the ancillary is forecasted to have more than enough in its capital reserve to cover these investments
 - A. De Vito also added that the capital investments figures include buffers for contingencies
 - L. Bailey noted that, after subtracting the amount for the capital investments, the capital reserve will only have about \$100K left
 - A. De Vito explained that all major renovations will be completed during the next few years, with smaller projects likely popping up from time to time following this period, and any operating surpluses going forward will feed into the capital reserve to cover these projects
 - The ancillary also maintains an on-going Operating Reserve as per SARG guidelines but, as per historical precedent, does not transfer any funds back into the operating budget
- A. De Vito also reviewed the proposed meal plan rates for 2018-19
 - A. De Vito reminded the Committee that food prices always increase from year to year, with the expected costs of food to be less than 3% higher next year (without the effect of labour rates)
 - The increasing minimum wage is expected to have a major impact on food prices, with brands already increasing prices in anticipation (5-11% increases planned or already implemented for brands)
 - UTM must abide by brand prices
 - A. De Vito committed to the Committee that UTM will work with Chartwells to keep non-branded price increases as low as possible given the increase in labour costs and expected increase in food costs
 - Use of self-serve kiosks and expanding the vertical farm usage across campus are ways that UTM can help
 - V. Jezierski stated that UTM will be negotiating a commission reduction with Chartwells to help offset the affect of the resultant increasing labour costs
 - A. De Vito also reminded the Committee that food prices and meal plan rates go hand in hand since declining balance meal plans represent purchasing power
 - As per the 2016-17 CCUFSA Pricing Survey, UTM food prices continue to rank below average as compared to other Canadian post-secondary institutions

- UTM meal plan rates as compared to other Ontario universities with declining balance meal plans rank as the second lowest
 - A. De Vito reiterated UTM's ability to build its food service program while keeping food prices and meal plan rates low compared to other universities
- A. De Vito indicated that the meal plan rates for 2018-19 would increase by less than 4% on average
 - L. Bailey commented that the weighted average increase is actually lower (A. De Vito confirmed closer to 3.5%) given that a higher proportion of students purchase the larger plans, which have a lower percentage increase
 - A. De Vito confirmed that the Resident Student Dining Committee endorsed the proposed meal plan rates at their meeting on November 8, 2017
 - L. Bailey asked if the Resident Student Dining Committee was elected
 - J. Latocha confirmed that the Resident Student Dining Committee was made up of elected officials from Residence Council
 - A. De Vito also added that the Resident Student Dining Committee represented a cross-section of first- and upper-year students living in the different styles of residence and consults with their constituents about any issues raised at the Resident Student Dining Committee meetings
 - S. Fakhry asked if UTM should anticipate meal plan rate increases every year
 - A. De Vito reiterated that meal plan rates would always need to increase as food prices increase, and reminded the Committee that previous meal plan rate increases tended to be in the 2-3% range, with the 2018-19 meal plan rate increase of 4% being an anomaly
 - A. De Vito also referenced 2016-17 when UTM negotiated a 0% food price increase in the new contract with Chartwells, which resulted in a corresponding 0% price increase in meal plan rates, but having no increase in meal plan rates each year over a longer term is not sustainable since food costs will always go up
 - V. Jezierski stated that other schools have already confirmed at least 5% meal plan price increases for next year
 - L. Bailey commented that the 4% meal plan rate increase seems low compared to 5-11% price increase that the branded outlets are taking
 - A. De Vito remarked that UTM is committed to working with Chartwells to keep pricing for non-branded outlets

relatively low to hopefully keep average price increases on campus around 4% to justify the calculated risk of setting meal plan rates 4% higher for next year

- S. Fakhry asked, if it is determined that the impact of the minimum wage food prices does not end up being as dramatic as expected, will there be an impact on meal plan rates or food prices the following year
 - A. De Vito stated that there will likely be a resultant food price increase that will be relatively lower to compensate

Student Mystery Shop Program

- A. De Vito reviewed the latest Student Mystery Shop audit results with the Committee

Criteria	Colman Commons	TFC	North Side Bistro
Cleanliness	80.00%	80.00%	96.00%
Stock Levels	75.00%	60.00%	82.50%
Signage	87.50%	70.00%	85.00%
Customer Service - Server	96.67%	93.33%	93.33%
Customer Service - Cash	94.82%	97.14%	100.00%
Food Quality	100.00%	80.00%	82.50%
OVERALL	91.17%	85.81%	91.01%
<i>Consistent Highlights</i>	<i>Friendly service, value and food quality</i>	<i>Cashier friendliness and efficiency</i>	<i>Cleanliness, food quality, great service</i>
<i>Consistent Lowlights</i>	<i>Labelling and signage incorrect or not inclusive of dietary restrictions</i>	<i>Messy tables</i>	<i>Not stocked appropriately/stations not ready for lunch</i>
<i>Consistently Inconsistent</i>	<i>Cleanliness of dining area</i>	<i>Server friendliness</i>	<i>Availability of vegan items, high prices</i>

- A. De Vito confirmed that these results have already been forwarded to Chartwells, with some rectification having already taken place
 - More review and follow-up will take place at the next Committee meeting

Fair Trade Update

- A. De Vito reviewed the requirements for Fair Trade Campus Silver Designation
 - Half of the requirements have already been met by UTM
 - A. De Vito committed to drafting Fair Trade purchasing, meeting, and event policies and presenting them to the Committee for review
 - A. De Vito will also be extending an invitation to UTM's Sustainability Coordinator to attend the next Committee meeting to discuss ways to increase Fair Trade awareness and engagement on campus
 - A. De Vito also committed to running a Fair Trade event featuring Fire Roasted Coffee, who can source Fair Trade coffee from the co-ops of the plantations that will be visited by the IEC student trip – this event will take place in the new year
 - A. De Vito summed up by stating that UTM is on pace to meet the Silver Designation requirements by the application deadline in the summer of 2018
- A. De Vito announced that TresBello, a Fair Trade merchandise truck, is tentatively scheduled to visit UTM on November 29 (awaiting confirmation)

NEXT MEETING: January/February 2018