



Food Service Advisory Committee

Minutes of Meeting

Date: Wednesday, September 21, 2016, 1:00pm
Room: Davis Building, Room 3130
Attendees: V. Jezierski, P. Donoghue, L. Bailey, L. Barber, A. De Lorenzis, A. De Vito, N. Alideeb, B. Spilchuk, S. Weiditch, J. Latocha, E. Kim, M. Hopkins
Regrets: P. Desrochers, S. Coccagna

1. **BUSINESS ARISING**

Fair Trade Campus Designation

- A. De Vito announced that UTM is now a designated Fair Trade Campus, with the official designation date as September 22, 2016, and an official announcement to be made at the Town Hall meeting on September 27, 2016
 - A. De Vito mentioned that there would be a Fair Trade Campus announcement event on the 22nd from 1pm to 4pm to celebrate the announcement
 - A. De Vito also reiterated that UTM must go through the re-designation process every year to ensure that the commitment to Fair Trade is on-going
 - A. De Vito stated that UTM now carries:
 - Doi Chaang as its Fair Trade coffee in non-nationally branded locations and for catering;
 - Numi as its Fair Trade tea in non-nationally branded locations and for catering; and
 - Dairy Milk as its Fair Trade chocolate bar in all locations, including the Bookstore, the Duck Stop, and in vending machines
 - A. De Vito also stated that UTM/Chartwells have committed to making at least one ingredient or spice for all of its locations as Fair Trade and to offering Fair Trade bananas when available

Davis Building Food Court – Phase 1

- A. De Vito reiterated the tentative one-year timeline for construction of the Permanent Food Court – construction tentatively scheduled to begin in May 2017

- and provided an update on the progress of the Davis Building construction project as it relates to the Permanent Food Court
 - The location of the Permanent Food Court was planned for the Meeting Place, but other possible locations are being explored
 - The conceptual drawings that had previously been presented to the Committee were submitted to the project architect for inclusion in the finished plan
 - The architect and associated project management team will be establishing a cost estimate of the project for approval through the governance process
- P. Donoghue explained the approval process to the Committee
 - The entire renovation project, including the Permanent Food Court, will be a Major Capital Project Level 3
 - A formal project planning committee, including members of the Food Service Advisory Committee, will be struck to review the project planning report
 - The governance process for approval takes about 9 months
- N. Alideeb asked how this project relates to the development of the Student Services plaza
 - P. Donoghue replied that the Food Court and the Student Services plaza are part of the entire Davis Building reconstruction project, with the Phase 1 being the renovation to the 3rd Floor of the Davis Building that includes the Dean’s Office, Geography, Sociology, etc.
 - Phase 2 will include the Food Court, and Phase 3 will include the Student Services Plaza
 - All phases could not be completed at the same time
 - The TFC and surround space cannot be emptied until North 2 is open
- P. Donoghue mentioned that the project schedule is driven by external forces, so timelines will be short – P. Donoghue encouraged all Committee members to make themselves available to attend upcoming meetings to maximize Committee participation and input
 - A regular bi-weekly meeting time will be established starting at the end of October for the Committee to ensure all members know the schedule ahead of time (meetings will be cancelled if they are not required)

“Tap” Technology – Test with TCards

- A. De Vito summarized the progress of the Test so far
 - Test project was introduced to the TCard Management Board on June 29th
 - ACE program students with meal plans were given TCards with embedded tap technology in July
 - First-year residence students were given TCards with embedded tap technology in August
 - Upper-year residence students and students, staff, and faculty who have Campus Value Plans could switch to the TCard with embedded tap technology at no cost to them – a dedicated week was established for re-

carding (Sept 19-23) to allow for planning by the TCard Office to meet demand, but re-carding for those who want to switch (and for those who haven't lost their TCard) can be done at any time until the batch of 5,000 test TCards is depleted

- To date, 2,500 have been distributed
- Positive results so far
 - Meal plan funds can still be accessed by magnetic stripe if tap fails
 - Speed of service has increased at Colman Commons
- Concerns raised about the security of the card because tap feature allows anyone to use card
 - Cashiers still check photo for identity purposes
 - Same security issue exists with tap on credit/debit cards, but TCard accounts can easily and quickly be frozen if card is stolen or goes missing
- M. Hopkins asked if the cost to students for replacement TCards with tap technology would increase
 - V. Jezierski responded that the cost for replacement TCards would not increase this year
- V. Jezierski mentioned that Hospitality & Retail Services has been talking with other UTM stakeholders about future uses for tap technology on the TCard
 - UTM Campus Police has received 20 test cards to test tap technology on their existing card access systems
- V. Jezierski also stated that the tap test will provide useful information as Hospitality & Retail Services plans for the implementation of a new transaction system in 2018

Commerce Management/Meal Plan Transaction System RFP

- A. De Vito reiterated that the UTM's current contract with Blackboard expires in 2018, and that there are unresolvable issues with Blackboard's treatment of taxes with regards to meals under a tax exempt meal plan
 - A Request for Expression of Intent (REOI) posted on Merx on August 18th and closed September 23rd
 - Qualified companies can provide information on if and how their systems can best meet UTM's transaction system requirements and challenges
 - Responses from the REOI will help UTM define its scope of work for the Request for Proposal for a new transaction system contract set to go out in early 2017
- **UPDATE – On September 23rd, responses from 2 companies were received and are currently being reviewed**

Payment Apps

- A. De Vito mentioned that payment apps were brought up last meeting in response to a question about establishing an express line at Tim Hortons

- Payment apps allow customers to pre-order and pre-pay for their food and beverages, allowing them to skip the line when their order is ready
- A. De Vito clarified that Hospitality & Retail Services would be looking into payment apps as a way of improving speed of service
 - V. Jezierski cautioned that implementing such a solution might lead to replacing one line-up issue (existing long lineups) with another (long-lineups from pre-order line)
- A. De Vito added that Hospitality & Retail Services would also look for payment apps to include ability for users with dietary restrictions to manage pre-ordering of items that can accommodate these restrictions, and for payment apps with reduced or no fees for Resident Students with meal plans
- A. De Vito also stated that a payment app solution should also allow UTM to accommodate tabletop ordering
- The payment app options that Hospitality & Retail Services looked into to date are Hangry, Tapingo, and Boost
 - All solutions were costly and each posed different challenges
 - Payment app project is on hold as no current solutions made sense to implement at this time

2. NEW BUSINESS

Catering RFSQ - Reposted

- A. De Vito explained that the new Food Service contract includes a provision that UTM can have a list of 3 external caterers aside from Chartwells that can offer catering services on campus
 - In 2015, a Request for Service Qualifications was posted on Merx for external caterers
 - Result of RFSQ led to a contract with one partner – Aura by Cashew & Clive
 - A. De Vito reminded the Committee of the meeting on November 30th when catering was provided by both Chartwells and Aura
 - Prices were expensive
 - V. Jezierski stated that Aura's first catering order delivered to a client on campus had to be thrown out as it did not meet the standard that UTM agreed to as part of the catering contract
 - Chartwells had to put a last minute order together to accommodate client
 - On-campus clients have not ordered from Aura since that event
 - UTM is looking to terminate existing contract with Aura
 - New tender to go out in October with new contract in place early 2017

fusion 5

- A. De Vito stated that, on August 31st, fusion 5 opened in the TFC and was certified as Canada's first certified gluten-free university food service outlet

- Outlet was established in response to growing requests from UTM community for foods that can accommodate dietary restrictions, particularly for those who have a gluten intolerance
- Dairy-free, peanut-free, shellfish-free, and vegetarian/vegan-friendly as well
- Proactively provide a solution for meal plan students who have gluten intolerance
- V. Jezierski affirmed that fusion 5 had \$4,800 in sales for its first week of operation and \$5,700 in sales for its second week
- V. Jezierski added that a new Bento outlet opened in the Instructional Building to replace Panini Fresca – a concept that was underperforming
 - Concept moved from Colman Commons and expanded to include noodle/rice bowl program
 - So far, Bento has been extremely successful

Food Service Budget Considerations

- A. De Vito reminded the Committee that there was a 0% food price increase from last year to this year along with a corresponding freeze on meal plan rates
 - Despite this fact, even though food prices will increase next year, there will not be a doubling of the increase to compensate for the price freeze
 - Awaiting the 2017 Food Price Report from the Food Institute of the University of Guelph to determine the likely effect on prices for next year
- A. De Vito provided a brief overview of the considerations that will be going into preparing the Food Services Budget, and will provide more concrete numbers at the next meeting when the preliminary budget has been developed
 - UTM's meal plans for residence students will be restructured for 2017-18
 - In early 2016, a clarification of the tax regulations with respect to meal plans was presented at the Canadian Association for University Business Officers conference
 - V. Jezierski specified that the new meal plan structure will better allow for the treatment of taxes on packaged items purchased with meals, which has been a source of confusion for some time
 - Future construction to take place:
 - Davis Building Food Court – September 2018
 - Significant capital investment forecasted – awaiting cost estimate
 - Starbucks 10-Year Reno – September 2018
 - Looking to reduce capital investment requirement
 - North Building II – September 2018
 - No change in forecasted investment predicted
 - New Contracts
 - RFP for New Transaction System – 2018 Implementation
 - Significant capital investment forecasted
 - RFP for New Vending Services – 2018 Implementation

- No capital investment – possibly change in commission
 - RFP for New Food Services – 2020 Implementation
 - Limited capital investment – possibly change in commission
- A. De Vito reminded the Committee that the on-going goal of Food Services is to break-even, with any surpluses being reinvested into the program through capital reserves that go towards funding future construction and renovation programs

3. OTHER BUSINESS

- S. Weiditch commented that she purchased a product at Starbucks that she believed was priced higher than the same product she purchased at an off-campus Starbucks
 - V. Jezierski reminded the Committee that all prices for products from nationally-branded outlets on campus should match the prices from off-campus locations
 - V. Jezierski committed to looking into the issue and reporting back
- V. Jezierski made reference to My L'il Healthmart vending machine that will carry toiletries and some health items will be installed at Colman Commons in October
 - Machine will accept UTM Flex Dollars
- N. Alideeb mentioned that the UTMSU is looking to install a vending machine to sell empty plastic water bottles so that students can purchase something for use at the water stations around campus
 - V. Jezierski recalled all of the water bottles that Hospitality & Retail Services gives out every year for free to new students and opined that the money allotted for supplying the bottles and vending machine could be better spent elsewhere
- S. Weiditch asked about the ability to pick toppings for the salads at the North Side Bistro instead of having to stick to the pre-set menu options and asked if the calorie counts on the salads were accurate
 - V. Jezierski stated that the dressings, nuts, and seeds are higher calorie items that most of the salads contain
 - V. Jezierski also informed the Committee that, by January, all food service outlets must have calorie counts displayed beside their menu items
- M. Hopkins asked how to go about bringing a food service franchise to campus
 - A. De Vito stated that all franchises must be arranged through Chartwells as per the food service contract
- L. Bailey asked if there would be Food Trucks on campus this year
 - V. Jezierski mentioned that Food Trucks, which are contracted through Chartwells as well, are supposed to be coming to campus on Tuesday and Thursday, but confessed that Food Trucks often cancel at the last minute because of truck breakdowns or because of better opportunities that arise